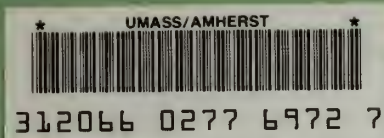


MASS. Y3. ELC 21: M38  
Massachusetts Commission on  
End of Life Care



GOVERNMENT DOCUMENTS  
COLLECTION

APR 28 2003

University of Massachusetts  
Deposit Copy

# Massachusetts Resource Guide for End of Life Services



For individuals, their families  
and caregivers



Digitized by the Internet Archive  
in 2015

<https://archive.org/details/massachusettsres00mass>

Massachusetts Commission on  
End of Life Care

# Massachusetts Resource Guide for End of Life Services

For individuals, their families and caregivers

## About Us

The Massachusetts Commission on End of Life Care was established by the Massachusetts Legislature pursuant to Chapter 159, Section 480 of the Acts of 2000. The Commission first met on March 28, 2001.

Studies document serious deficiencies in the way America cares for dying people and their families. Death is part of life, but because end of life issues are difficult, many of us do not address them in advance. Consequently, many people needlessly suffer physically, psychologically, spiritually, and socially at the end of life. Their preferences regarding care are frequently unknown or ignored. Their families are often left in emotional despair and sometimes in financial ruin.

In response to the burdens experienced by individuals with life-threatening conditions and their families, the Massachusetts Legislature created the Massachusetts Commission on End of Life Care to identify ways to improve the quality of life at the end of life.

The Commission's mandate is to study the provision of end of life care services and to prepare a report that describes existing end of life services. The Legislature has also enabled the Commission to hold fact-finding hearings and other public forums as needed and to make policy recommendations as appropriate.

As its first major initiative, the Commission has developed this *Resource Guide for End of Life Services*. This Guide will assist families and individuals of all ages with life-threatening conditions to access information and services, to promote better planning for end of life care, and to talk with their loved ones about end of life decision-making.

In the coming years the Commission plans to advance its mission by convening interested parties across the state with a role to play in improving the quality of life at the end of life. These activities will assist the Commission in its efforts to develop public policy recommendations.

---

## Massachusetts Commission on End of Life Care Members

---

**Julianne M. Bowler**  
Commissioner  
Division of Insurance

**Arlene Barron Champoux, JD**

**D. Rigney Cunningham, MSW**  
Executive Director  
Hospice & Palliative Care Federation  
of Massachusetts

**Representative Vinny deMacedo**  
Massachusetts House of  
Representatives

**David T. Donnelly**  
Former Representative and House  
Chair  
Joint Committee on the Judiciary  
Massachusetts House of  
Representatives

**Representative Francis L. Marini**  
House Minority Leader  
Massachusetts House of  
Representatives

**Senator Richard T. Moore**  
Senate Chair  
Joint Committee on Health Care  
Massachusetts Senate

**Tara Gregorio**  
Director of Government Relations  
Massachusetts Extended Care  
Federation

**Scott T. FitzGibbon, JD, BCL**  
Massachusetts Bar Association  
Boston College School of Law

**John A. Fromson, MD**  
Vice President for Professional  
Development  
Massachusetts Medical Society

**Representative Colleen M. Garry**  
Massachusetts House of  
Representatives

**Lillian Glickman, PhD**  
Secretary  
Executive Office of Elder Affairs

**Howard K. Koh, MD, MPH**  
Commissioner  
Department of Public Health

**Senator Bruce Tarr**  
Senate Minority Whip  
Massachusetts Senate

**Senator Susan C. Tucker**  
Senate Chair  
Joint Committee on Human Services  
and Elderly Affairs  
Massachusetts Senate

**Wendy E. Warring, JD**  
Commissioner  
Division of Medical Assistance

**Commission Chair and Contact**  
**Ruth Palombo, MS, RD**  
Director, Office of Elder Health  
Department of Public Health

**Executive Director**  
**Margaret Ann Metzger, JD**

# Contents

## I. Introduction

---

Welcome	5
Definition of Service Icons	6
Getting Answers: Talking with Family, Friends, and Caregivers	7
After Death Occurs: A Checklist of Tasks	10

## II. Consumer Information

---

Types of Specialized Care	15
Other Healthcare and Support Services	16
Pain and Symptom Management	18
Complementary and Alternative Medicine	19
Advance Care Planning	21
Legal Issues	24
Health Insurance	30
Funeral Planning and Funerals	32
Organ Donation	35
Bereavement	36
Spirituality	37
Cultural Traditions and Language Barriers	39

## III. Regional Directory

---

Cities and Towns by Region	43
Boston Region	49
Central Region	65
Metrowest Region	74
Northeast Region	86
Southeast Region	95
Western Region	107
Statewide Resources	121

## IV. Other Services and Resources

---

Other Services and Resources	131
Commission on End of Life Care Members	134
Contact Information	135
Acknowledgements	136





# Welcome

If you or a loved one have a life-threatening condition, you may be wondering for the first time how to plan for needed healthcare and support services, how to deal with complex financial and legal questions, or how to cope with impending death. Sometimes, you may not be certain what questions to even ask or what resources may be available.

This resource guide has been developed by the Massachusetts Commission on End of Life Care to assist people with life-threatening conditions, as well as their families and friends, in locating resources and services to improve the quality of life at the end of life.

Confronting and understanding these complex issues at a time when you may be ill, disabled, or dealing with the stress of caregiving can be overwhelming. It is our hope that this guide can assist you in navigating this unfamiliar territory, and help make this difficult time less stressful.

The resource guide is organized into four sections. **Section One, Introduction**, includes an icon key of services, addresses common questions that you may have and has a checklist of the many tasks that need attention after a death.

**Section Two, Consumer Information**, provides a basic overview of issues that frequently become important at the end of life.

**Section Three, Regional Directory**, has detailed information on organizations across Massachusetts that offer services helpful to people with life-threatening conditions or their loved ones. For ease in locating services in your area, the directory is organized by six state regions. To locate your community's region, see the city and town listing by region beginning on page 43.

Within each region, organizations are listed alphabetically. End of life services for each organization are listed using picture icons that identify the type of service. (See pages 6 and 42 for a key to the picture icons) For more detail on the services offered, contact the organization directly. For example, an organization offering support groups may specialize in support groups for people with specific diseases or for bereavement.

**Section Four, Other Services and Resources**, has further information on the Massachusetts Commission on End of Life Care and other useful resources.

In order to provide the most current information on resources, this guide is also available on the Internet, [www.endoflifecommission.org](http://www.endoflifecommission.org), where it is periodically updated as new service information becomes available. Additionally, organizations providing end of life services may complete a questionnaire online at this web address in order to become listed in the online directory.

Online computer access is available at your local public library or Regional Center for Healthy Communities. Call the Office of Healthy Communities, 617-624-5270, to locate the Center in your area.

The Regional Directory was compiled through organizations' responses to a mail and email questionnaire. The services listed in the resource guide are presented as reported by the organizations. The resource guide does not include any information that the authors know to be false or inaccurate. However, the information that was included has not been independently verified. Being listed in the resource guide does not constitute an endorsement of any particular agency or organization.

## Using the Resource Guide



## Find us on the Web



## Definition of Service Icons

A range of services may be provided in each icon category. More information on specific services offered by a provider can be viewed on the web site at [www.endoflifecommission.org](http://www.endoflifecommission.org). Also, it is a good idea to contact a provider for the most up to date information on their services.



**Alzheimer's/Dementia**  
(may include specialized day care program)



**Information and Referral**



**Bereavement**



**Language/Interpreter Services**



**Children**



**Legal**



**Complementary Health** (may include acupuncture, massage, stress reduction, and other therapies)



**Palliative Care**



**Education**



**Respite Care**



**Financial**  
(services may include financial benefits counseling, sliding fee scale, non-reimbursed care, Medicare and Medicaid acceptance, family assistance funds)



**Specialized Medical**  
(may include pain service, oncology home care, specialty clinics, parish nurses, wound-ostomy-continance nurse specialist, clinical trials)



**Funeral Planning**



**Spirituality**



**Home Support**  
(may include nursing, home health aide, companion, homemaker, volunteer, shopping, meals)



**Support Group/Counseling**  
(may include individual or family counseling for illness, specialized geriatrics or bereavement support groups for specific illnesses, bereavement, family caregivers or healthcare professionals)



**Hospice**



**Transportation/Lodging**  
(may include transportation services, valet parking, lodging, hotel discounts)



## Getting Answers: Talking with Family, Friends, and Caregivers

Living with life-threatening illness and preparing for your death or the death of a loved one is always difficult. Often many complex medical, legal, financial and emotional challenges and decisions need to be made.

The following questions are ones that arise frequently for people facing the end of their life or the life of someone they love. More specific information on the issues addressed below can be found in the consumer information section of this guide.

**Q** *What are the things I need to think about or address in order to be as prepared as possible for the death of a person I love?*

### ● Medical

Are you working with healthcare providers you trust, who listen to your questions and concerns, and provide you with enough information to make informed decisions?

### ● Advance Care Planning

Have you had detailed conversations with those you love about your values, preferences and wishes that will help guide decision making around care that you do and do not want? Have you appointed a healthcare proxy by completing a healthcare proxy form and signing it along with two witnesses?

### ● Legal

Have you completed a will? Does your family know where it is? Do they know where you keep your other important papers and valuables? Have you talked with a lawyer about other issues such as a durable power of attorney?

### ● Financial

Are you familiar with the health benefits available to you through your private insurance plan, Medicare or Medicaid? Do you have a list of all insurance plans (health, life and disability) and do your family caregivers know where to find the list?

### ● Support

Are you using your support system for physical (assistance in caregiving) and emotional support? In addition to friends and family, support can be found through formal systems such as support groups or faith-based institutions.

**Q** *How do I communicate effectively during visits with my doctor/my loved one's doctor?*

- Keep a list between appointments with things you want to report and questions you want to ask. Bring the list with you to appointments.

- Tell your doctor at the beginning of the appointment that you have a list of issues to discuss so that you don't run out of time before getting to your concerns.
- If you haven't received or don't understand an answer to your question, ask it again, or ask for a simpler explanation.
- If you have many concerns, ask to schedule a longer appointment.
- When you are likely to address emotionally difficult issues or ones where significant medical decisions need to be made, bring someone with you to the appointment. If you don't have a family member or friend to go with you, you may be able to get a volunteer through faith-based institutions in your town, or let your doctor know you would like to tape record the session and bring a tape recorder.

**Q** *What specific questions are helpful to ask my (or my loved one's) doctor or nurse?*

- What is the range of time that a person with my diagnosis would be expected to live?
- What are my options, and what are the pros and cons of each of these?
- What are the typical problems that arise with this illness?
- What should we watch for?
- Are there symptoms we should be particularly concerned about?
- What support services would you expect us to need?
- Who should we talk to for comprehensive information on services available to help us with his/her care?

**Q** *It is difficult to begin conversations with my loved one about his/her wishes and feelings about end of life care. What are sensitive ways to broach this conversation?*

- "I want to make sure you always get the best care possible, or the type of care that you want, so there are things we should talk about..."
- "I've been wondering if there are things that you want me to know about your beliefs or wishes that would help me be sure you get the care you want..."
- "Since none of us knows what the future will bring, there are some things that I think we should all talk about..."
- "If I'm ever in a position where I need to make some healthcare decisions for you, I'll be best able to take care of you if I really know what you want..."

**Q** *What are the signs that it is time to get more help in caring for my loved one, or even to think about living situations where more care is provided?*

- It seems like no matter what you do it isn't enough.
- You are not sure you can keep your loved one safe around the clock.
- Family relationships are becoming problematic due to the stress of caregiving.
- You are exhausted or developing frequent illnesses yourself.
- You feel generally overwhelmed.
- You do not have any time for yourself.
- Caregiving responsibilities are running your life to an unacceptable degree.
- You are not taking care of yourself or are acting in self-destructive ways, such as drinking too much alcohol, over or under eating, or not sleeping.

**Q** *How do I help my children as we face a death in the family?*

- Give children simple, honest explanations geared toward their age.
- Allow children to participate in caring for their ill loved one in ways appropriate to their age.
- Assure children that they are safe, and that they will be cared for.
- Assure children that there is nothing they did to cause the illness, and there is nothing they can do to cure it. Tell them there is much they can do to offer caring and comfort to the ill person they love.
- Help children express their feelings in appropriate ways.
- Seek help from others.

## After Death Occurs: A Checklist of Tasks

The time immediately following the death of a loved one can be overwhelming, with grief and bereavement complicated by a seemingly endless number of important tasks. The immediate days following the death will be focused on the funeral or memorial service arrangements. Soon after this, various financial and legal issues must be addressed. Many people find it very difficult to be sure they have taken care of everything. The following is a list of tasks that are likely to need attention:

- ☒ Call the funeral home you have selected. If you have not chosen a funeral home ahead of time, the Massachusetts Funeral Directors Association can give you information on funeral homes in your area and can be reached at 781-335-2031, or ask a friend, family member, or clergy for a reference to a local funeral home.
- ☒ If your loved one was a veteran, you may be able to get assistance with the funeral, burial plot, or other benefits. For information on benefits call the Veterans Administration at 800-827-1000. Also, the phone number for your local Veterans Agency is usually listed under Town Offices. You will need a copy of your loved one's discharge papers. In most cases these can be obtained from Massachusetts War Records, 617-727-2964.
- ☒ Obtain 10 - 15 copies of the certified death certificate from your funeral director. You can also get additional copies online at: <http://www.vitalrec.com/ma.html> or at city hall.
- ☒ If your loved one was receiving Social Security benefits, notify your local Social Security office of the death, since these benefits will stop. Overpayments will result in a difficult process of repayment. If you are a surviving spouse, ask about your eligibility for increased benefits. Also, check on benefits that any minor children may be entitled to receive.
- ☒ Contact the health insurance company or employer regarding terminating coverage for the deceased while continuing coverage for others covered through the policy.
- ☒ Contact the insurance company for all life insurance policies. You will need to provide the policy number and a certified copy of the death certificate, and fill out a claim form. If the deceased is listed as the beneficiary on any other policy, arrange to have the name removed.
- ☒ If the deceased was working, contact the employer for information on pension plans, credit unions and union death benefits. You will need a certified copy of the death certificate for each claim.
- ☒ Return credit cards of the deceased with a certified copy of the death certificate, or notify the credit card company if you, as the survivor, want to retain use of the card.



- ☒ Seek the advice of an accountant or tax advisor about filing the deceased's tax return for the year of the death. Keep monthly bank statements on all individual and joint accounts that show the account balance on the day of death, since you will need this information for the estate tax return.
- ☒ Change the name on any joint bank accounts. If the deceased's estate is in trust, check with the Trust Department or Customer Service at the bank.
- ☒ If the deceased owned a car, transfer the automobile title into your name at the Secretary of State's Office, or if the estate is probated, through Probate Court.
- ☒ Arrange to change stocks and bonds into your name. Your bank or stockbroker will have the forms.
- ☒ Make sure that important bills, such as mortgage payments, continue to be paid.

**Documents you may need to complete the tasks:**

- Death Certificates (10 – 15 certified copies, photocopies often not accepted)
- Social Security Card
- Marriage Certificate
- Birth Certificate
- Birth Certificate for each child, if applicable
- Insurance Policies
- Deed and Titles to Property
- Stock Certificates
- Bank Books
- Honorable Discharge Papers for a Veteran and/or V.A. Claim Number
- Recent Income Tax Forms and W-2 Forms
- Automobile Title and Registration Papers
- Loan and Installment Payment Books and/or Contracts



For the most current information, please visit  
[www.endoflifecommission.org](http://www.endoflifecommission.org)

# Consumer Information

Types of Specialized Care

Other Healthcare and Support Services

Pain and Symptom Management

Complementary and Alternative Medicine

Advance Care Planning

Legal Issues

Health Insurance

Funeral Planning and Funerals

Organ Donation

Bereavement

Spirituality

Cultural Traditions and Language Barriers



# Types of Specialized Care for People Living with Life-Threatening Conditions

Over the past few decades, specialized programs for people living with life-threatening conditions have become available. These programs can be invaluable resources to patients, their family, and friends coping with the demands of serious illness. The following programs may be available in your area.

Hospices provide end of life care to people when the goal of treatment shifts from cure to comfort, usually in the last six months of life. The hospice philosophy recognizes the importance of living out the remaining months with respect and dignity in an environment that promotes quality of life. Hospice care can be provided at home or at assisted living facilities, nursing homes, hospitals, and residential hospice houses.

Hospice care is provided by a multi-disciplinary team — including a physician, nurse, social worker, chaplain, home health aides, and volunteers. The hospice team complements the role of your physician by addressing pain and symptom management, and meeting the medical, emotional and spiritual needs of you and your family. Because hospice care includes the family, bereavement services continue after the death of the hospice patient for up to 13 months.

Hospice care is available in every Massachusetts community through the services of one of the state's 40 licensed hospices. Comprehensive hospice care is covered for Massachusetts residents under Medicare, Medicaid and other private insurance carriers. The hospice benefit covers all care, drugs, and medical equipment related to the terminal illness. A basic hospice principle is that no patient will be turned away because of an inability to pay.

## Hospice



Palliative care services are relatively new. Interdisciplinary palliative care programs can now be found in some hospitals, nursing homes, and visiting nurse agencies. These programs reflect a growing interest among healthcare professionals in improving the care and quality of life for individuals with life-threatening conditions. In many ways, the goals of palliative care are similar to those of hospice. These include providing resources to help control pain and symptoms, to explore advance directives, and to address psychological, social and spiritual issues.

However, there are differences between the two types of care. Medicare hospice regulations require that patients have a life expectancy of less than six months and are not seeking curative treatment. These restrictions do not apply to palliative care, which may be provided at any time in the course of the life-threatening condition and may occur along with curative treatment efforts. Patients on clinical trials are also eligible for palliative care. It is possible to be cared for within a palliative care program and then be admitted to hospice in the final months of life.

At this time, there is no insurance coverage for comprehensive palliative care other than for pain and symptom management.

## Palliative Care



## RESOURCES

### *Hospice and Palliative Care Federation of Massachusetts*

This is a non-profit membership organization can help you locate hospice and palliative care services in your area.

1420 Providence Highway, Suite 277

Norwood, MA 02062

Phone: 781-255-7077

email: hospicefed@aol.com

website: www.hospicefed.org

### *The National Hospice and Palliative Care Organization*

This organization advocates for the terminally ill and their families, educates the public and professionals, and provides technical informational resources about hospice and palliative care.

1700 Diagonal Road, Suite 300

Alexandria, VA 22314

Phone: 703-837-1500

FAX: 703-837-1233

email: info@nhpco.org

website: www.nhpco.org

### *American Hospice Foundation*

This foundation supports programs that serve the needs of the terminally ill and grieving individuals.

2120 L Street, NW Suite 200

Washington, DC 20037

Phone: 202-223-0204

FAX: 202-223-0208

email: ahf@americanhospice.org

website: www.americanhospice.org

### *Hospice Net*

This website provides information for patients and families facing life-threatening conditions.

website: www.hospicenet.org

### *National Hospice Foundation*

This foundation is dedicated to broadening the understanding of hospice through education and research.

1700 Diagonal Rd, Suite 625

Alexandria, VA 22314

Phone: 703-516-4928

FAX: 703-837-1233

website: www.hospiceinfo.org

## Other Healthcare and Support Services

Living with a serious medical condition or caring for an ill loved one can often be challenging and emotionally draining. Meeting these physical and emotional needs in times of illness, combined with the demands of daily living, can become overwhelming. Community-based services are available to help both those with serious medical conditions and their caregivers. Eligibility for these services may depend on the type and stage of illness.

### Home Health and Home Care Services ▼

Several types of agencies provide a range of health and support services in the home. Visiting nurse associations or community nursing agencies offer skilled nursing care. Patients who require this skilled care may also be eligible for home health aides, homemaker services, social services, case management, and a range of therapies provided through the same agency. Medicare and many other insurers will only pay for these services if you are homebound. Talk with your doctor or other healthcare providers about which services might be appropriate.

In addition to skilled nursing care agencies, some homecare agencies provide homemaker services to help with household tasks, or provide someone to help coordinate needed services.

### Day Care ▼

With some medical conditions, such as Alzheimer's disease, a person's health may be declining slowly yet be relatively stable. In this situation, the person may have physical or cognitive difficulties that require more supervision or stimulation than



is available at home. Community-based day care programs can provide needed supportive daytime care. These programs can often arrange transportation to and from the program site.

Family caregivers of an ill or disabled person sometimes need a break or respite from daily caregiving demands. Respite care services provide short-term placement, in an appropriate setting, for the person needing care. Typically respite care placement may be from a few days to a week. Residential care facilities, hospitals, extended care facilities, and inpatient hospice houses sometimes offer this service. Talk with your healthcare provider if you anticipate a need for this kind of support.

### Respite Care



As a person's health declines, it may be inadvisable or impossible to continue living at home. There are several types of extended care facilities that provide different levels of care for residents.

### Extended Care Facilities



#### Nursing Homes

Nursing homes provide long-term care for the elderly, chronically ill and disabled. Services include nursing care, personal care and rehabilitative care, such as physical, occupational and speech therapy. An increasing number of nursing facilities also provide specialized services for people with Alzheimer's disease and other forms of dementia.

Nursing homes may also provide short-term care for patients who have been hospitalized and need a brief period, usually up to a month, for rehabilitation or medical monitoring before returning home. Finally, some nursing homes provide respite care to enable caregivers to have time off.

#### Assisted Living

Assisted living residences provide resources for the elderly or the disabled who need more supervision and services than living in a private home can provide, but who do not need 24 hour nursing or rehabilitative care. Assisted living residences generally offer a range of services including meals, social activities, assistance with personal care, coordination of healthcare services, medication management, and emergency response. Assisted living can be found as freestanding residential complexes or within continuing care retirement communities that provide multiple levels of residential support and care.

#### Planning Ahead

Many people resist placing a loved one in a nursing care facility and are determined to provide care at home. However, the demands of a progressive or debilitating condition can eventually exhaust caregivers. The ill person's condition may also deteriorate to the point where a home setting is no longer safe.

Discussion and planning for care options should occur before the situation becomes urgent. This should include investigating extended care options in your community, carefully choosing facilities that can meet your loved one's needs, adding your name to waiting lists, and exploring payment options.

Planning together for future needs will help to ensure that the best possible living setting for your loved one is available if he or she needs it.

## RESOURCES

*Massachusetts Extended Care Federation*  
2310 Washington Street, Suite 300  
Newton Lower Falls, MA 02462  
Phone: 617-558-0202 or 1-800-CARE-FOR  
FAX: 617-558-3546  
email: [info@mecf.org](mailto:info@mecf.org)

*Mass Aging Services Association*  
135 South Huntington Avenue  
Boston, MA 02130  
Phone: 617-739-3235  
FAX: 617-739-3236  
website: [www.massaging.org](http://www.massaging.org)

*Massachusetts Long Term Care*  
website: [www.masslongtermcare.org](http://www.masslongtermcare.org)

*Visiting Nurse Associations of America*  
11 Beacon Street, Suite 910  
Boston, MA 02108  
Phone: 617-523-4042  
FAX: 617-227-4843  
website: [www.vnaa.org](http://www.vnaa.org)

*Home & Health Care Association of Massachusetts, Inc.*  
20 Park Plaza, Suite 620  
Boston, MA 02116  
Phone: 617-482-8830 or 1-800-332-3500  
FAX: 617-426-0509  
email: [tburgers@mass-homehealth.org](mailto:tburgers@mass-homehealth.org)

## Pain and Symptom Management

People with life-threatening conditions may have fear about pain and other symptoms as their disease progresses. Often these fears are based on the previous experiences of family and friends, who may not have received the advanced medical care available today. With recent advancements in treatment, pain and other distressing symptoms can be minimized.

**Pain** Most pain associated with terminal illnesses can now be adequately controlled through the appropriate use of a variety of pain medications, or a combination of medications and non-drug therapies. One barrier to effective pain control is inadequate education of healthcare professionals in the assessment and treatment of pain. Another barrier is the fear patients may have about possible addictions from using pain medications.

It is important to report the type and intensity of your pain accurately to your doctor or nurse. Some people are reluctant to disclose their level of discomfort, either because they do not want to complain, or because they believe that pain is simply a part of their illness that they must tolerate. However, there is no need to suffer in pain. Furthermore, efforts to be "strong" by tolerating moderate or high levels of pain are misguided. By delaying taking medication until the pain gets more severe, you may then need higher dosages to achieve adequate pain control. Overall, unrelieved pain has high financial, functional and emotional costs.

Some people find that complementary therapies such as relaxation, visualization, massage, or acupuncture are helpful in treating pain when used along with pain medication. Talk with your healthcare provider about whether any of these therapies may help you. Also check your health insurance coverage to determine whether your policy covers these therapies.

Life-threatening conditions and their treatments often involve symptoms that, if untreated, can cause a great deal of discomfort. Common symptoms include shortness of breath or difficulty breathing, anxiety, depression, weakness, fatigue, altered mental state, constipation, diarrhea, nausea, and vomiting. These symptoms can affect your quality of life.

It is important to describe any distressing symptoms to your healthcare provider, since most can be controlled. Ask your healthcare provider about complementary therapies as well as medications that may be helpful in managing your discomfort.

## Other Distressing Symptoms



### RESOURCES

*American Pain Foundation*

website: [www.painfoundation.org](http://www.painfoundation.org)

*American Academy of Pain Management*

website: [www.aapainmanage.org](http://www.aapainmanage.org)

*Partners against Pain*

website: [www.partnersagainstpain.com](http://www.partnersagainstpain.com)

*Pain.com*

website: [www.pain.com](http://www.pain.com)

*Handbook for Mortals*, by Joanne Lynn

## Complementary and Alternative Medicine

Americans are increasingly using treatments outside traditional Western medical care to address medical and emotional conditions. Generally these treatments are referred to as complementary medicine when used in addition to more standard treatment, and as alternative medicine when used instead of traditional medical care. Collectively, they are referred to as complementary and alternative medicine, or CAM. Many individuals with life-threatening conditions use one or more CAM therapies to help manage the discomfort of their illness, the side effects of therapy, or feelings of depression, anxiety, and grief.

The National Center for Complementary and Alternative Medicine identifies five major domains of CAM:

### Types of CAM



*Alternative medical systems* are frequently traditional systems of medicine practiced by other cultures. One common therapy today is acupuncture, part of traditional Eastern medicine.

*Mind-body interventions* are techniques based on the mind's capacity to affect the physical body. These interventions include meditation, prayer, music, dance and art therapy.

*Biologically based treatments* include herbal medicine, special dietary regimens, and individual biological therapies.

*Manipulative and body-based methods* include chiropractic care and massage therapy.

*Energy therapies* are techniques based on theories regarding energy fields from internal or external sources.

### Questions to Ask When Considering Use of CAM



While research on CAM has increased in recent years, most of these therapies have not yet had rigorous clinical studies of their safety and effectiveness. If you are considering using a CAM therapy, you should investigate the proposed treatment carefully. Some questions to ask are:

- Is there research on its safety and effectiveness, especially as it relates to your specific medical condition? Are there potential side effects or interactions with other medications or treatments?
- Is there any regulation or other oversight of the therapy's practices, products, and/or providers, such as approval by the federal Food and Drug Administration or state provider licensure?
- How much will it cost and are these costs covered by health insurance? Most CAM therapies are not, although there are some exceptions.

It is important to talk with your physician and other members of your healthcare team if you are considering using any CAM therapy.

### Oversight of CAM in Massachusetts



In Massachusetts, the Board of Registration in Medicine oversees the training, licensure, and practice of acupuncturists. The Board of Registration of Chiropractors regulates chiropractic care, including licensing chiropractors.



## RESOURCES

*National Center on Complementary and Alternative Therapies*  
 National Institutes of Health  
 P.O. Box 8218  
 Silver Spring, MD 20907-8218  
 Phone: 888-644-6226  
 TTY: 888-644-6226  
 FAX: 301-495-4957  
 website: [nccam.nih.gov](http://nccam.nih.gov)

*Acupuncture Unit*  
 Massachusetts Board of Registration in Medicine  
 10 West Street 3d Floor  
 Boston, MA 02111  
 Phone: 617-727-3086, x. 363  
 website: [www.massmedboard.org/acupuncture.htm](http://www.massmedboard.org/acupuncture.htm)

*Massachusetts Board of Registration of Chiropractors*  
 239 Causeway Street, Suite 500  
 Boston, MA 02114  
 Phone: 617-727-3093  
 FAX: 617-727-2669  
 website: [www.state.ma.us/reg/boards/ch/default.htm](http://www.state.ma.us/reg/boards/ch/default.htm)

*American Massage Therapy Association*  
 website: [www.amtamassage.org](http://www.amtamassage.org)

*American Music Therapy Association, Inc.*  
 8455 Colesville Road, Suite 1000  
 Silver Springs, MD 20910  
 Phone: 301-589-3300  
 FAX: 301-589-5175  
 email: [info@musictherapy.org](mailto:info@musictherapy.org)  
 website: [www.musictherapy.org](http://www.musictherapy.org)

*Office of Dietary Supplements*  
 National Institutes of Health  
 Building 31, Room 1B29  
 31 Center Drive, MSC 2086  
 Bethesda, MD 20892-2086  
 Phone: 301-435-2920  
 FAX: 301-480-1845  
 email: [ods@nih.gov](mailto:ods@nih.gov)  
 website: [ods.od.nih.gov/links/links\\_consumer.html](http://ods.od.nih.gov/links/links_consumer.html)

*The Longwood Herbal Task Force*  
 Center for Holistic Pediatric Education and Research  
 Children's Hospital  
 300 Longwood Ave.  
 Boston, MA 02115  
 Phone: 617-355-2576  
 FAX: 617-355-4924  
 website: [www.mcp.edu/herbal/default.htm](http://www.mcp.edu/herbal/default.htm)

## Advance Care Planning

Advance care planning is the process you undertake to ensure that you will receive the healthcare you want at the end of your life. Advance care planning is important because you may become so sick that you are unable to state your own desires or participate in decision-making about your medical care. Written and verbal instructions, usually called *advance directives*, are intended to establish clear, legal communications and to ensure that your wishes are known and carried out.

There are several important steps for good advance care planning. First, think about your wishes for care in a life-threatening medical situation. When would you want aggressive treatment and when would you want all of your care focused on comfort and quality of life? Then consider whom you would want to make these decisions on your behalf if you were unable to state them yourself. Communicate your wishes to your family and loved ones. Then take the proper steps to document these wishes and make them available.

Some of the concerns that should be addressed in an advance directive include:

- Assuring that anyone you want to represent you in decision-making has been given the authority to do so.
- Protecting your assets and your estate from medical costs for treatment that are contrary to your wishes.
- Having the resources and people in place to make certain that your financial matters can be handled properly and in a timely matter.

### Preparing for End of Life Decisions





The resources listed below provide information to help you make these decisions and have conversations with those you love.

## Kinds of Advance Directives



### Healthcare Proxy

A healthcare proxy is a document allowing you to designate an individual, known as a healthcare agent, to make healthcare decisions on your behalf in the event that you are unable to make or communicate your own decisions. The agent may be a trusted family member, friend, attorney, or another designated person of your choice. It is also a good idea to identify an alternate agent to serve if the original appointee is unavailable to serve.

The role of this agent is to make decisions based on what he or she believes you would want, or, if this is unknown, to decide based on your medical best interest. This agent may make healthcare decisions in any situation where you are unable to make or communicate your wishes, not just in end-of-life situations. You may also place specific limitations on the agent's decision-making power.

Before signing a healthcare proxy, it is important to talk to your agent to make sure he or she is willing to take on this important role. Discuss your wishes candidly and in detail, so that the agent can represent you well.

There are some specific steps required under Massachusetts law for a healthcare proxy to be legal, including that two witnesses sign the proxy document. There is no specific required form to complete, but Massachusetts Medical Society has developed easy-to-use sample forms that comply with Massachusetts law.

### Living Will

A living will is a written statement of your wishes for medical treatment and end of life care in the event that you are unable to make healthcare decisions or communicate them directly. It may include provisions instructing physicians of the circumstances in which you wish treatment to be withheld or withdrawn, including situations where you do not want drastic life-saving steps taken. A 'Do Not Resuscitate' or DNR order for a hospital or home-care situation is a form of living will.

There is no Massachusetts law specifically governing living wills. However, if you have a healthcare proxy in place, living will instructions are recognized as evidence of your wishes.

### Other Forms

There are many other advance directive forms available. One example is the easy-to-use form called Five Wishes developed by Aging with Dignity. It combines a healthcare proxy and many parts of a typical living will.

Check with your attorney to ensure that a particular form is recognized under Massachusetts law.

## General Points



A healthcare proxy and a living will work together to form a complete set of instructions and authority for end of life care. After signing these forms, it is important to discuss these documents, with and provide copies of them to, your designated agent(s), family members, physician, and clergy. The law provides that a copy should be given to the primary care physician for placement in permanent medical records. The original should be kept in a safe but easily accessible place.

In addition, you should give a copy of these documents to any healthcare facility where you are admitted. Hospitals, nursing homes, and other healthcare

facilities that accept Medicaid or Medicare are required to inform patients of their rights to have advance directives. They must also keep the directives in the medical record and let patients know of any policies that would keep the facility from fully complying with the directive. Be careful not to unintentionally complete a new healthcare proxy form, since the proxy signed most recently will replace the earlier one.

A healthcare proxy or living will can be revoked or replaced at any time while you are competent. However, it does not have to be replaced if used or in the event that you later regain the capacity to make your own decisions.

Your healthcare proxy and living will should be periodically reviewed and discussed with your agent to make sure they still accurately reflect your wishes.

## RESOURCES

*Massachusetts Medical Society*  
860 Winter Street  
Waltham Woods Corporate Center  
Waltham, MA 02451-1411  
Phone: 781-893-4610 or 781-893-3800  
website: [www.healthcareproxy.org](http://www.healthcareproxy.org)

The Society's advance directives website provides guidance on dealing with end-of-life medical care decisions and has healthcare proxy forms that comply with Massachusetts law.

*Partnership for Caring: America's Voices for the Dying*  
Partners for Caring, Inc.

This national, nonprofit organization serves as a resource for information and advocacy to improve the quality of end-of-life care. It maintains information on state and federal laws governing advance directives and offers simple, standardized forms for healthcare proxies and living wills. The website offers information to help you have conversations with your loved ones about advance care planning.

475 Riverside Drive, Suite 1852  
New York, NY 10115  
Phone: 212-870-2003 or 800-989-9455  
FAX: 212-870-2040  
email: [pfc@partnershipforcaring.org](mailto:pfc@partnershipforcaring.org)  
website: [www.partnershipforcaring.org](http://www.partnershipforcaring.org)

*Americans for Better Care of the Dying*

This national, nonprofit organization focuses on improving end of life care. It offers consumer resource information on advance care planning and other aspects of end-of-life care and bereavement.

website: [www.abcd-caring.org/mainpage.htm](http://www.abcd-caring.org/mainpage.htm)

*Growth House, Inc.*

This California-based organization provides information and referral services for agencies working with death and dying services. Their website is a comprehensive source of Internet resources on end of life issues.

website: [www.growthhouse.org](http://www.growthhouse.org)

*Last Acts*

This national coalition is sponsored by the Robert Wood Johnson Foundation to improve care and caring at the end of life.

c/o Sojourn Communications  
1411 Laburnum Street  
McLean, VA 22010  
Contact: Nancy Reller  
email: [nreller\\_sojourn@hotmail.com](mailto:nreller_sojourn@hotmail.com)  
website: [www.lastacts.org](http://www.lastacts.org)


*Aging with Dignity*

This national nonprofit organization is dedicated to helping individuals and their families plan for and receive the type of end of life care they desire. It publishes Five Wishes, an easy-to-use document to record advance directives.

PO Box 1661  
Tallahassee, FL 32302  
Phone: 1-888-5-WISHES  
email: [fivewishes@agingwithdignity.org](mailto:fivewishes@agingwithdignity.org)  
website: [www.agingwithdignity.org](http://www.agingwithdignity.org)

## Legal Issues

### Legal Options for Decision-Making on Behalf of a Living Person



As a person approaches the end of life, many legal issues may arise, including medical decisions, financial and estate planning decisions, and caring for dependents. Planning in advance for these issues will give greater assurance that your wishes regarding these decisions will be carried out.

There is always the possibility that you will reach a point where you cannot make or communicate decisions for yourself. When this happens, a bank, hospital or other service provider may need to know who is authorized to act for you. If they choose the wrong person, they may be held liable for a wrong decision. There are tools available to help you plan for who will make these decisions, and laws that provide ways to address unplanned situations.

#### Healthcare Proxy

A *healthcare proxy* is a document executed in advance allowing you to designate another person (an “agent”) authorized to make healthcare decisions for you in the event that you are unable to make or to communicate healthcare decisions. This is described in more detail in the section on Advance Care Planning. This document must be put into place before you are unable to make or communicate healthcare decisions for yourself.

#### Durable Power of Attorney

A *durable power of attorney* is a document executed in advance providing for the legal appointment of another person or persons (an “agent” or “attorney-in-fact”) as your legal representative to make non-medical decisions for you. It is “durable” because it does not end if the person giving the authority becomes incapacitated. The appointment of the agent can be structured so that it doesn’t go into effect until you actually become incapacitated. This document also must be put into place before you are unable to make or communicate financial decisions for yourself.

#### Guardianship and Conservatorship

If you don’t undertake advance planning, a court may appoint an agent to make decisions on your behalf. A *guardian* is a court-appointed agent responsible to make medical and financial decisions. A *conservator* is a court-appointed agent responsible for only financial decisions. Usually, a court will only appoint a guardian or conservator after you are unable to make or communicate your own wishes, and have failed to put into place or have revoked a healthcare proxy or durable power of attorney. Your family and friends may or may not have a say in whom the court appoints as a guardian or conservator. You can nominate someone to act as guardian or conservator for you if the need arises in a durable power of attorney document.

If you have mental health issues, and are taking or need an anti-psychotic medication or treatment, a Massachusetts case called “Rogers” provides for additional protection for you. Under a Rogers guardianship, the court appoints an attorney to represent you and a specialized treatment plan approved by the court must be used. A properly drafted healthcare proxy or durable power of attorney may allow those caring for you to avoid this process.



Sometimes toward the end of life, planning needs to be done to deal with financial issues that may arise for you if expensive and potentially long-term medical care is needed, or for disabled or dependent persons you may have been caring for. Financial planning can help you put your finances in order and maximize your resources both for your care and for others.

Good advice is critical. Some financial advisors may sell products based on the commission they will receive rather than what may be in your best interest. If you are considering the use of a financial planner, find one who is objective and understands the specific issues that you are confronting. For instance, while some types of annuities will protect your assets from long-term care costs, others do not. Some assets are appropriate for investment in a long-term trust for minors while others are not. Find a financial planner who understands the differences.

## Financial Planning



## Estate Planning

Just as important as lifetime planning at end of life is planning for death. Most people who die own something that needs to be passed on to others. It could be money, personal items, or even a last statement or sentiment. "Estate planning" in its most basic sense is setting in place documents that define how you want to dispose of these items.

In Massachusetts there are laws that define how to deal with property of a person who dies, which is known as the "estate." The process of administering this property, called probate, is done through a special set of courts called the probate courts. The probate process involves appointing someone to administer the estate, and then collecting the property, paying debts and expenses, and distributing the property to those you leave behind.

It is important to realize that all property you have at death either passes through the probate process (called probate property), or goes outside of the process (non-probate property). This distinction can be very important and mistaking one for the other can have dire consequences. Non-probate property, such as life insurance or qualified retirement plans, where there is a person or charity named as beneficiary, does not generally need to be administered through the probate process. When you die, the beneficiary simply proves your death and receives the benefits. For probate property, the holder of that property, for instance a bank or stock company, needs to know who to turn the property over to. They rely on the probate process to authorize someone to act for the estate and to see to the disposition of the property in accordance with your wishes.

If you don't plan, the Commonwealth has provided a set of laws that describe who gets appointed to administer your estate and how they dispose of the property. Unfortunately, these laws may not provide for the same disposition as you would. For instance, if you die with a spouse and children, the spouse is entitled to only a portion of your estate, and the children, regardless of age, receive the rest.

To avoid having these laws dictate who administers your estate and how your property is disposed of, and to allow you to make these choices, you need to do estate planning. This is another complex area that in most cases should have the attention of an attorney who specializes in this type of work. The following are some of the tools he or she will use to help you.

## Planning for Death



### **Will**

A will is a written document that states your intentions about disposition of your property — including money, houses, and other possessions — after your death. It also allows you to choose who will see that your wishes are carried out after your death. Some people may have fairly simple, clear decisions that they wish to make known. Others have complex decisions to make and should plan well ahead to assure that their assets can be passed on in the way they intend. In addition to assuring that your wishes are known and complied with, making advance plans for your will and estate can help assure that resources for surviving family members to pay necessary taxes are available.

### **Trust**

A trust is a legal arrangement in which a person(s) or an institution such as a bank or trust company, called the trustee, holds legal title to the property and manages that property for the benefit of another person called the beneficiary. As the person who establishes and funds the trust, you are called the donor or settlor. Depending on the specific situation, you may also be a trustee or a beneficiary of the trust. If the trust is established during your lifetime, it is called a “living” or “inter vivos” trust. If the trust is established through your will after death, it is called a “testamentary” trust.

Trusts can perform many jobs including: holding legal title to real estate to maintain privacy or save taxes, handling funds for someone unable to handle his or her own affairs, preserving funds for minor children or disabled individuals, or protecting property from sale or development. A trust can also be used as a way to avoid the probate process, essentially turning probate property into non-probate property. Some people advocate trusts as a necessary tool to avoid probate successfully. While trusts may well save money in certain circumstances, they do not provide the same benefits in Massachusetts as in some other states and should not be the automatic choice for everyone.

Estate planning should also involve a review of potential long-term care issues for you or those you would leave money to. Proper planning using trusts could prevent a loss of public benefits for you or your heirs. Another part of estate planning involves the review of potential tax liabilities upon your death and ways to use trusts to minimize or avoid taxes.

### **Disability planning for minor/disabled children or dependent/disabled adults**

It is important to plan for how minor or disabled children or other family members will be cared for after a parent or guardian's death, and to take appropriate legal steps to assure that these plans are carried out. Two particular concerns are who will care for a child or disabled person; and how will the child or disabled person cope financially without the support that has been given by the parent or guardian.

In Massachusetts, a parent/guardian has the option to nominate or appoint a successor caregiver during life, called a stand-by guardianship, or in a document prepared as part of the estate plan. Considerations should be given in nominating someone for this important role and to make sure that alternates are nominated if the first choice is not available for any reason.

Making financial plans for a child or disabled person means more than just leaving him or her money in an estate plan. Leaving an inheritance to someone who is currently a minor or someone who is or could become disabled can have



unfortunate unintended results. An inheritance to a minor child may give that child access to a large pool of money at a young age before he or she is has the maturity to wisely handle it. An inheritance to a disabled child or adult could remove the person from needed public benefits. An inheritance to a disabled older person can mean the money would be used instead of Medicaid to pay privately for long-term nursing home care.

With proper planning, trusts can be set up to ensure that minors receive money at an age that you determine is appropriate, but that funds are available to be used for medical or educational expenses if needed. Similarly, "supplemental needs" trusts can be set up for disabled or older adults, which will protect public benefits while providing a needed source of supplemental funds to pay for extras not covered by public benefits. These areas of the law are a complex mix of state and federal laws and regulations. Seeking the advice of a qualified attorney will help to ensure that disability planning accomplishes its intended purpose.

Many decisions that individuals or families must make related to end of life are legal issues. In addition to legal advice about existing laws and options in making these decisions, an attorney will assist in making sure that necessary documents are correctly prepared. In some cases, there may be legal proceedings where the individual needs representation.

For any legal issue related to end of life planning, find an attorney who is experienced in the particular area of concern. Seeking recommendations from family, friends, and colleagues who have had similar legal issues is one possible option. The Massachusetts and Boston Bar Associations each have lawyer referral services that offer advice on how to seek the right lawyer for your needs and can assist in identifying possible lawyers for you to contact.

If you know any attorneys, ask them for a referral to a specialist. An attorney may be in a good position to know other qualified attorneys who handle such issues.

## Finding an Attorney



### Ask Questions First

Ask a lot of questions before selecting an attorney. Start with the initial phone call. It is not unusual to speak only to a secretary, receptionist, or office manager during an initial call or before actually meeting with the attorney. If so, ask this person your questions.

- How long has the attorney been in practice?
- Does his/her practice emphasize a particular area of law?
- How long has he/she been in this field?
- What percentage of his/her practice is devoted to this area of the law?
- Is there a fee for the first consultation and if so, how much is it?
- Given the nature of your problem, what information should you bring with you for the initial consultation?

The answers to your questions will assist you in determining whether that particular attorney has those qualifications important to you for a successful attorney/client relationship. If you have a specific legal issue that requires immediate

attention, be sure to inform the office of this during the initial telephone conversation.

### **Once You Have Found an Attorney**

When you have found an appropriate attorney, make an appointment to see him or her. During the initial consultation, you will be asked to give the attorney an overview of the reason you are seeking assistance, so be sure to organize and bring all the information pertinent to your situation.

After you have explained your situation, ask:

- What will it take to resolve it?
- Are there any alternative courses of action?
- What are the advantages and disadvantages of each possibility?
- How many attorneys are in the office?
- Who will handle your case?
- Has that attorney handled matters of this kind in the past?
- Is that attorney a member of the local bar association, its health advocacy committee, or trust and estates committee?
- Is that attorney a member of the National Academy of Elder Law Attorneys?
- How are fees computed?
- What is the estimated cost and time to resolve your problem?

### **Discussing Fees**

There are many different ways of charging fees. Be aware of how your attorney charges and how often he or she bills. Some attorneys bill weekly, some bill monthly, some bill upon completion of work. Ask about these matters at the initial conference, so there will be no surprises. If you don't understand, ask again. If you need clarification, say so. It is very important that you feel comfortable in this area.

Some attorneys charge by the hour with different hourly rates for work performed by attorneys, paralegals and secretaries. If this is the case, find out what the rates are. Other attorneys charge a flat fee for all or part of the services. This is not unusual, for example, if you are having documents prepared. Your attorney might use a combination of these billing methods.

In addition to fees, most attorneys will charge you for out-of-pocket expenses. These expenses typically include charges for copies, postage, messenger fees, court fees, deposition fees, long distance telephone calls and other such costs. Find out if there will be any other incidental costs.

The attorney may ask for a retainer. This is money paid before the attorney starts working on your case that is usually placed in a trust account. When the attorney bills you, he or she pays himself or herself out of that account. Expenses may also be paid directly from the trust account. The size of the retainer may range from a small percentage of the estimated cost to the full amount.

### **Get It in Writing**

Once you decide to hire the attorney, ask that your arrangement be put in writing. This could be done in a letter or a formal contract. It should spell out what

services the attorney will perform for you and what the fee and expense arrangement will be. However, even if your agreement remains oral and is not put into writing, you have made a contract and are responsible for all charges for work done by the attorney and his or her staff.

### Make It a Good Experience

A positive and open relationship between an attorney and a client benefits everyone. Communication is the key to achieving this. If your concerns are given short shrift, if you don't like the answers to the questions, if you don't like the attorney's reaction to being asked all those questions, or if you simply do not feel relaxed with this particular person, *do not hire that person.*

In addition to private attorneys, publicly funded legal aid offices such as Greater Boston Legal Services can help low-income individuals with free legal assistance in some types of situations. Contact the Legal Advocacy and Resource Center for other legal aid offices in Massachusetts. The Massachusetts Bar Association may also assist you in identifying legal resources that are lower cost if you meet certain financial guidelines.

## RESOURCES

General information on end-of-life legal matters  
[www.uslivingwillregistry.com](http://www.uslivingwillregistry.com)  
[www.partnershipforcaring.com](http://www.partnershipforcaring.com)

### Finding a attorney

Massachusetts Bar Association  
 20 West St.  
 Boston, MA 02111-1218  
 Phone: 617-338-0500  
 Lawyer referral service: 617-654-0400 or 866-MASSLRS  
 website: [www.masslawhelp.com](http://www.masslawhelp.com)

Boston Bar Association  
 16 Beacon St.  
 Boston, MA 02108  
 Phone: 617-742-0625  
 email: [lrs@bostonbar.org](mailto:lrs@bostonbar.org)  
 website: [www.bostonbar.org/lrs/about.htm](http://www.bostonbar.org/lrs/about.htm)

Greater Boston Legal Services  
 197 Friend St.  
 Boston, MA 02114  
 Phone: 617-371-1234 or 1-800-323-3205  
 TDD: 617-371-1228  
 FAX: 617-371-1222

Or:

432 Columbia Street  
 Cambridge, MA 02141  
 Phone: 617-603-2700  
 TDD: 617-494-1757  
 FAX: 617-494-8222

Legal Advocacy and Resource Center  
 197 Friend Street  
 Boston, MA 02114  
 Phone: 617-603-1700 or 1-800-342-5297  
 (eastern Mass. only)  
 website: [neighborhoodlaw.org](http://neighborhoodlaw.org)

National Academy of Elderlaw Attorneys  
 This organization maintains a registry of attorneys who specialize in elder and disability law.

1604 N. Country Club Road  
 Tucson, AZ 85716-3102  
 Phone: 520-881-4005  
 website: [www.naela.org](http://www.naela.org)



## Health Insurance

### Health Insurance Coverage for End of Life Needs



Many people assume that health insurance will cover their medical needs at the end of life. While in many cases this is true, it is important to explore the specific terms of each health insurance policy. Most health insurers cover only “medically necessary” services and payment for others may be denied. Ultimately, the contract with your insurer will specify what is and what is not a covered benefit, so it is important that you fully understand your insurance coverage.

Under Massachusetts law, all insurers, including Medicare and managed care organizations, now pay for hospice care. However, up to 40% of insured consumers in Massachusetts are not protected by this law because their health benefits are provided through an employer who is self-insured.

Health insurance also does not typically cover long-term care, including certain nursing home or home healthcare services. Long-term care insurance is available as a separate policy sold by many insurance companies.

If you believe that your health insurer is not paying for covered services, including end of life care, first contact the company directly. Massachusetts law requires that health plans have a formal internal grievance process. Call your insurer's customer service center for further information. If you are dissatisfied with your insurer's final determination regarding coverage for your treatment, you may:

- Request an external review through the Department of Public Health's Office of Patient Protection if you are a member of an insured health plan. You must make this request within 45 days of receiving the final determination from your insurer.
- Contact your employer if your health benefits are provided through an employer who is self-insured.
- Contact Medicare or MassHealth (Medicaid) if you are enrolled for coverage in either of these programs.

If you are planning to leave a job that has health benefits, you may be able to continue your health coverage for a period of time through your employer, as long as you pay the premium. Contact your employer or the Massachusetts Division of Insurance for further information about this benefit, which is known as COBRA or mini-COBRA.

The Massachusetts Executive Office of Elder Affairs administers SHINE (Serving the Health Information Needs of Elders), a program specifically designed to assist elders in obtaining and understanding information about health insurance and healthcare options. SHINE counselors throughout the state are available to provide assistance regarding Medicare, Medigap, Medicaid, long-term care insurance, and pharmacy coverage.

### If You Don't Have Health Insurance Coverage



If you are uninsured and have a life-threatening condition, obtaining health insurance may be difficult, but it is worth making every effort to try. If you are employed, talk to your employer. If your employer does not offer health insurance, you might suggest that your employer call the Division of Medical Assistance to get information about the Insurance Partnership Plan.

You may obtain non-group health insurance on a guaranteed issue basis if you are uninsured, although it may be costly. Contact the Division of Insurance for further information.

If you are disabled or low-income, you may qualify for MassHealth, the Massachusetts Medicaid program.

Families with major health-related expenses resulting from a child's medical condition may be eligible for financial assistance through the Massachusetts Catastrophic Illness in Children Relief Fund.

If you have hospital expenses, you may be eligible for free or partial free care to cover hospital bills through the state's Uncompensated Care Pool. Contact the hospital for information and a free care application.

Depending on your condition, there may be voluntary organizations that deal with your specific disease that can direct you to help with specific services.

## RESOURCES

### *Massachusetts Executive Office of Elder Affairs*

#### SHINE Program

Call your local Council on Aging or contact the statewide

SHINE program

Phone: 1-800-882-2003

TTY: 1-800-872-0166

website: [www.state.ma.us/elder/SHINE.html](http://www.state.ma.us/elder/SHINE.html)

EOEA also publishes *A Massachusetts Guide to Health Insurance Choices*.

### *Massachusetts Division of Insurance*

One South Station

Boston, MA 02110-2208

Consumer service lines and to request publications:

Phone: 617-521-7777 or 413-785-5526

website: [www.state.ma.us/doi](http://www.state.ma.us/doi)

The Massachusetts Division of Insurance publishes *Your Options for Financing Long-Term Care: A Massachusetts Guide*.

### *Massachusetts Department of Public Health*

250 Washington St.

Boston, MA 02108

Phone: 617-624-6000

TTY: 617-624-6001

website: [www.state.ma.us/dph](http://www.state.ma.us/dph)

### *Office of Patient Protection*

Phone: 1-800-436-7757

website: [www.state.ma.us/dph/opp](http://www.state.ma.us/dph/opp)

### *Catastrophic Illness in Children Relief Fund Commission*

Division for Special Health Needs

Massachusetts Department of Public Health

250 Washington St.

Boston, MA 02108

Phone: 1-800-882-1435

TTY: 617-624-5992

FAX: 617-624-5990

website: [www.mass.gov/cicrf](http://www.mass.gov/cicrf)

### *Massachusetts Division of Medical Assistance*

MassHealth Enrollment Center

Phone: 1-888-665-9993

TTY: 1-888-665-9997

website: [www.state.ma.us/dma](http://www.state.ma.us/dma)

### *The Insurance Partnership*

Phone: 1-800-399-8285

website: [www.insurancepartnership.org](http://www.insurancepartnership.org)

### *Massachusetts Division of Health Care Finance and Policy*

Two Boylston St.

Boston, MA 02116

Phone: 617-988-3105

website: [www.state.ma.us/dhcfp](http://www.state.ma.us/dhcfp)

The Division publishes *Access to Health Care in Massachusetts*, a catalogue describing all the available federal, state, and local programs that can pay for all or part of your healthcare. It also contains eligibility requirements, benefits, and information on how to apply.

### *Health Care for All*

Health Helpline

Phone: 617-350-7279 or 1-800-272-4232

website: [www.hcfama.org](http://www.hcfama.org)

### *Mayor's Health Line, City of Boston*

1010 Massachusetts Avenue, 2nd Floor

Boston, MA 02118

Phone: 617-534-5050 or 1-800-847-0710 (outside Metro Boston)

website: [www.bphc.org/mhl/mhl.htm](http://www.bphc.org/mhl/mhl.htm)



## Funeral Planning and Funerals

All human societies have developed rituals associated with death, including remembrance of the deceased, disposition of the body, and assistance to families and communities in the grieving process. These customs differ across cultures and religions.

You may have a clear idea of your wishes, or you may want to seek the guidance of family, clergy, or a funeral director in making your decisions. You can then take steps to assure that your wishes will be carried out. If you want to assure that your wishes are carried out, it is important for you and your loved ones to plan for your funeral and body disposition while you are still healthy enough to be participate. This planning might include decisions concerning cultural and religious considerations, cost, and the involvement of family and friends.

Many people turn to a funeral home to help with the funeral planning process. Others join memorial societies, membership groups that can help with the planning and offer information, support, and access to lower-cost funeral arrangements. The Massachusetts Office of Consumer Affairs publishes a consumer fact sheet on funerals, with basic information on issues related to purchasing funeral arrangements. This agency also publishes *Buyers' Guide to Pre-Need Funeral Arrangements*, which funeral directors must give you as part of any discussion of pre-paid funeral arrangements.

There are many options for which funeral home to choose. Some people may choose a funeral home close to where they live, near where they plan to be buried, through their religious affiliation, or through a cultural or ethnic connection. In Massachusetts there are more than 700 licensed funeral homes.

Funeral costs can vary widely for similar products and services, so there is value in exploring more than one option. Federal and state regulations require that funeral homes follow certain procedures regarding funeral arrangements and costs. They must provide consumers with an itemized general price list and must not require that specific funeral packages be purchased. They may not require that you purchase a casket from the funeral home. These requirements, as well as guidelines and suggestions during this difficult time, are included in *Funeral: A Consumer Guide* published by the Federal Trade Commission.

Paying for a funeral can be a financial hardship for many people. Some limited options for financial assistance may be available. Social Security pays the direct survivor a small lump sum. Veterans can receive burial free-of-charge. The Massachusetts Department of Transitional Assistance pays funeral costs for MassHealth (Medicaid) members and other low-income, financially qualified individuals. Some unions, fraternal organizations, and mutual aid societies may also offer funeral benefits.

### Caring for the Body after Death



The majority of Americans choose burial as the final disposition of the body after death. However, many people choose cremation as an alternative. Others may choose to donate their bodies for medical research.

Another decision is whether the body should be embalmed, which slows down the natural decay process. Massachusetts does not require embalming, except in special circumstances.

While most people use the services of a funeral director to assist them in the handling and disposition of the body, Massachusetts does allow families to care for

their own dead. In these cases, it is important to understand the state and local regulations and to carefully plan in advance. The Massachusetts Department of Public Health publishes consumer guidelines to assist you.

### **Burial**

The most common choice for disposition of the body is burial. In this case, you must arrange for a casket and a burial plot.

The casket can be one of the most expensive costs in a funeral. Caskets can range in style and price from very simple and inexpensive to very ornate, costing from a few hundred dollars to thousands of dollars. Most people purchase caskets directly through the funeral home, but federal regulation requires that funeral homes allow caskets to be purchased independently, which may be less expensive. Massachusetts law also allows caskets to be rented. The decision for a burial site must also be considered. Many issues, both financial and personal, may influence the decision where to be buried and whether to purchase a burial site in advance. Contact different cemeteries and carefully compare options and costs.

Veterans, along with their spouses and children, may be buried in a national cemetery free of charge. Massachusetts also provides a cemetery for its veterans. The Massachusetts Secretary of State publishes a fact sheet on veterans' burial benefits.

### **Cremation**

Cremation is an alternative to burial that has been increasing in popularity in recent years. Cremation is usually less expensive than burial, although the overall cost depends of the services selected.

Cremation, the incineration of the body, must be performed at a crematory licensed by the Massachusetts Department of Environmental Protection. With direct cremation, the funeral director removes the body from the place of death, and, after obtaining the necessary permits, takes the body directly to the crematory.

Some families hold a conventional funeral service prior to cremation. In this case, the facilities and services of a funeral home are usually required and the cost will be higher than with direct cremation. Some crematories have facilities that survivors can use for a final committal service for the deceased. In either event, the body can be prepared for viewing so that survivors can pay their final respects to the person who has died.

Survivors may accompany the deceased's body to the crematory for final committal, just as they do with burial. Some crematories also permit survivors to watch the container being placed in the cremation chamber.

By federal law, a casket cannot be required for cremation. However many crematories require a "suitable container", which may be a plywood or strong cardboard box that permits dignified handling of the body.

In the process of cremation, the body and its container are both incinerated with intense heat. While commonly called "ashes", the remains following cremation are calcified bone fragments that resemble finely broken seashells.

The crematory is responsible for careful identification of the ashes so that they may be returned to the proper family. Most crematories do this by placing a numbered metallic disc in the container with the body to provide for identification of the ashes.

There are several options in disposing of the cremated remains. The ashes may be placed in a niche in a columbarium, a special structure at a cemetery or church;

be buried or put in a crypt in a cemetery; be kept at home; or be scattered on land or at sea.

It may be important to talk with a member of the clergy before choosing cremation. Some religions forbid the practice, including Islam and Orthodox Judaism. Other religions, including Mormon, Eastern Orthodox, and some conservative Protestant denominations, look on the practice with disfavor. The Roman Catholic Church permits cremation within certain guidelines.

### Body donation

Some people choose to donate their bodies for medical teaching and research purposes. This practice differs from organ donation, in which organs are removed from the body before it is released to the family for burial or cremation.

In addition to filling a societal need, donation for research can be the least expensive means for disposition of the body after death. In Massachusetts, the donor must personally arrange the donation before death. It is also important that issues about transporting the body and its final disposition after research be clarified in advance. The National Anatomical Service provides information about medical schools that accept body donations.

## RESOURCES

### *Funeral Consumers Alliance*

This alliance provides listings of funeral and memorial societies.

Hinesburg, VT  
1-800-765-0107  
website: [www.funerals.org](http://www.funerals.org)

### *Internet Cremation Society*

This website is a resource for cremation information.  
website: [www.cremation.org](http://www.cremation.org)

### *Massachusetts Department of Public Health* Division of Community Sanitation

This state agency publishes guidelines on the disposition of human remains.

305 South Street  
Jamaica Plain, MA 02130  
Phone: 617-983-6761  
FAX: 617-983-6770  
website: [www.state.ma.us/dph/dcs/burial.htm](http://www.state.ma.us/dph/dcs/burial.htm)

### *Massachusetts Department of Veterans' Services*

This state agency oversees the state veterans' cemetery and offers other benefits.

239 Causeway Street, Suite 100  
Boston, MA 02114  
Phone: 617-727-3578  
FAX: 617-727-5903  
email: [mdvs@vet.state.ma.us](mailto:mdvs@vet.state.ma.us)  
website: [www.state.ma.us/veterans/cemetery.htm](http://www.state.ma.us/veterans/cemetery.htm)

### *Massachusetts Funeral Directors Association*

This member association of funeral homes in the state can help you in identifying of funeral homes.

536 Broad St., Suite 4  
Weymouth, MA 02189-1395  
Phone: 781-335-2031  
FAX: 781-335-3245

### *Massachusetts Office of Consumer Affairs* Division of Professional Licensure Board of Registration of Embalmers and Funeral Directors

This state agency regulates the funeral industry and publishes a consumer fact sheet on purchasing funeral arrangements.

239 Causeway Street  
Boston, MA 02114  
Phone: 617-727-1718  
FAX: 617-727-2197  
TTY: 617-727-2099  
website: [www.state.ma.us/reg/Consumer/lspageem.htm](http://www.state.ma.us/reg/Consumer/lspageem.htm)

### *National Anatomical Service* New York, NY 1-800-727-0700

### *Secretary of the Commonwealth*

The Secretary of State's office publishes a fact sheet on veterans' burial benefits.

State House, Room 337  
Boston, MA 02133  
Phone: 617-727-7030  
email: [cis@sec.state.ma.us](mailto:cis@sec.state.ma.us)  
website: [www.state.ma.us/sec/cis/](http://www.state.ma.us/sec/cis/)

### *Veterans' Administration*

This federal agency oversees veterans' cemeteries.  
Phone: 1-800-827-1000  
website: [www.cem.va.gov](http://www.cem.va.gov)



## Organ Donation

Even as you cope with a life-threatening condition, you may find that being able to help others in need by becoming an organ donor brings comfort and consolation. Organ and tissue donation can help others to live. In the United States today, more than 79,000 people await some type of transplant.

The decision whether to make an organ donation is personal. Talking to family members and clergy may help in you in making this important decision. Most major religious groups support organ donation as a charitable gift of life.

New England Organ Bank (NEOB), the federally designated organ procurement organization for Massachusetts, has trained counselors who can give you further information and assistance in making this decision. Individuals who choose to become donors can request a donor card from NEOB. Once you get the card, it must be signed and returned. In addition, let your family and healthcare providers know of your decision. While consent for organ donation is always obtained from next-of-kin, your indication that you are willing to be a donor is critical.

Deciding to become an organ donor will not affect the type or quality of medical care you receive, and will not influence any life-saving efforts. In addition, organ donation does not affect the type of burial or cremation service that you choose, including whether you wish to have an open casket. There is no cost to the organ donor's family.

### RESOURCES

*New England Organ Bank*  
One Gateway Center  
Newton, MA 02458  
Phone: 1-800-446-NEOB  
email: [info@neob.com](mailto:info@neob.com)  
website: [www.neob.org](http://www.neob.org)

*Division of Transplantation*  
Department of Health and Human Services

This federal agency provides oversight and funding for the nation's organ donation and transplantation system.

5600 Fishers Lane  
Room 7C-22  
Parklawn Building  
Rockville, MD 20857  
Phone: 301-443-7577  
website: [www.organdonor.gov](http://www.organdonor.gov)

*TransWeb: All About Transplantation and Donation*

This nonprofit, educational website provides information for the general public about organ donation and transplantation.  
website: [www.transweb.org](http://www.transweb.org)



## Bereavement

### Grief Process



Loss of a loved one changes your life forever, and the grief process is often different than people expect. The adjustment to life without your loved one can take a long time and considerable emotional effort.

Reactions to grief can be physical, emotional, psychological, and spiritual. You may experience a range of physical symptoms, including loss of appetite, insomnia, headache, fatigue, shortness of breath, nausea, or other symptoms in the early weeks after the death. As the days go by, an early sense of shock or numbness may give way to other feelings, including sadness, anger, fear or guilt.

You are likely find that you are easily distracted and that you have more difficulty concentrating. You may find yourself searching for answers, feeling hopeless or helpless, questioning your faith, or turning to your faith more strongly. You may find that your assumptions about the world seem changed, and it is common to feel like you are “not yourself”.

Reactions to grief are individual and can vary tremendously. Since everyone grieves differently, it is important not to compare yourself to others. Pay attention to your own needs, such as when you need time to yourself and when you need time with others. Trust yourself. You may find it helpful to talk with others who have experienced significant losses.

While there are many aspects of grief that are similar regardless of how the death occurred, there are also reactions common to certain types of loss. Your relationship to the person, including the role he or she played in your life, will influence the grief you feel. Grief after a death that follows a long illness may be different than grief after an unexpected death. After a loved one's long illness, you may be in a state of emotional exhaustion from the demands of caregiving. Yet you may be surprised at the intensity of your feelings even though you felt prepared for the loss. If the death of your loved one was sudden or traumatic, you may find it harder to believe it is real, and face a challenging process of working through unexpected feelings and changes in your life.

There are many books available on grief that you may find helpful. Your local library, hospice, or Regional Center for Healthy Living may be a good resource.

### Support



Grieving is hard work and requires considerable emotional effort, so it is often helpful to seek support. Your personal support network, your faith community, support groups, or counseling may be helpful. Pay attention to your own needs. Don't believe that is a sign of greater strength to “go it alone”.

Many different types of community-based support are available. Some are self-help or mutual help groups, which are facilitated by someone who has experienced the same type of loss. Some support groups are run by mental health professionals. These may focus on bereavement in general or on specific losses, such as loss of a spouse or child, or loss due to suicide or homicide.

Many communities now have programs geared specifically towards children experiencing loss. Children, like adults, often feel very alone in their grief. Support groups may give children the comfort of being with others like themselves who are experiencing similar feelings.

Many hospices offer bereavement support groups that are open to all members of the community. Religious institutions, senior centers, and funeral homes also may offer support services or know specific resources in your community. Additionally, community calendars in local newspapers often list bereavement support groups.

## RESOURCES

### *Hospice and Palliative Care Federation of Massachusetts*

This member organization can help in locating a support group in a hospice near you.

1420 Providence Highway, Suite 277  
Norwood, MA 02062  
Phone: 781-255-7077  
email: [hospicefed@aol.com](mailto:hospicefed@aol.com)  
website: [www.hospicefed.org](http://www.hospicefed.org)

### *Growth House, Inc*

website: [www.growthhouse.org](http://www.growthhouse.org)

### *Griefnet*

website: [www.rivendell.org](http://www.rivendell.org)

### *Bereavement Magazine*

website: [www.bereavementmag.com](http://www.bereavementmag.com)

### *Compassionate Friends*

For parents experiencing the loss of a child, this organization can provide information on local support groups.

P.O. Box 3696  
Oak Brook, IL 60522-3696  
Phone: 877-969-0010  
email: [nationaloffice@compassionatefriends.org](mailto:nationaloffice@compassionatefriends.org)  
website: [www.compassionatefriends.org](http://www.compassionatefriends.org)

## Spirituality

Issues around spirituality are paramount for many people as they face the end of their lives or the lives of those they love. As humans, we are multi-dimensional, comprised of body, mind, intellect, and spirit. At different points in life, some aspects assume greater priority and meaning. It is understandable that as you face the transition of death, you may experience changes in your awareness of and attention to your spirituality.

Spirituality can be described as making meaning of one's relationship with self, others, the world, and for many, with God. Spiritual issues may include questions about meaningfulness and purpose in one's life that may encompass relationships, work, and other activities. Some people feel the need to reconcile with themselves, with others, or with God — to set relationships right. Some people experience fear of the unknown, of being alone, of not having necessary resources, or of loss of independence and physical abilities.

Issues of spirituality surround the notion of a "good death". A good death is generally one that is in keeping with the beliefs, values and wishes of you and your loved ones, and one in which pain and distressing symptoms are controlled.

There are many resources that help tap into a sense of spirituality, that help connect one's self and the world. These vary for people, and may include music, poetry, art, nature, rituals, or prayer. For many people spirituality includes, or is shaped by, religious beliefs. If you identify with a particular religious tradition, the practices of your faith may be especially important when dealing with end of life issues.

Guidance or support from clergy, chaplains, spiritual counselors or others specifically prepared to attend to spiritual care, who have an understanding of how to work with questions about God, suffering, faith, hope and despair, may be extremely valuable. Goals of spiritual care generally include: developing an understanding of beliefs and wishes for care at the end of life, developing a sense of having lived a meaningful or good life, and experiencing an end of life that includes joy and has minimal pain or suffering. Spiritual care also extends to support for the family members and other loved ones during this time and during bereavement following the death.

For many people, religious organizations can be important resources when dealing with end of life issues. The following is a list of resources in Massachusetts that may be helpful.

## RESOURCES

### Buddhism

*Clear Light Society*  
P.O. Box 306  
Brookline, MA 02446  
Phone: 617-734-2939

### Catholicism

*In Support of Life, End of Life Education: A Roman Catholic Initiative*  
Massachusetts Catholic Conference  
West End Place  
150 Staniford Street, First Floor  
Boston, MA 02114-2511  
Contact: Maria Parker  
Phone: 617-367-6060  
FAX: 617-367-2767  
website: [www.macathconf.org/Support.htm](http://www.macathconf.org/Support.htm)

*Office of Health Care Ministry*  
Archdiocese of Boston  
736 Cambridge Street  
Boston, MA 02135-2997  
Contact: Jean Marchant  
Phone: 617-789-2457  
email: [Jean\\_Marchant@cchcs.org](mailto:Jean_Marchant@cchcs.org)  
website: [www.rcab.org/healthcare/HealthHome.html](http://www.rcab.org/healthcare/HealthHome.html)

### Church of Jesus Christ of the Latter Day Saints (Mormons)

*Boston Mission Office*  
385 Concord Avenue  
Belmont, MA 02478  
Phone: 617-489-3733

### Islam

*Islamic Society of Boston*  
240 Prospect St.  
Cambridge, MA 02139  
Phone: 617-876-3546  
FAX: 617-576-6268  
email: [isb@gis.net](mailto:isb@gis.net)  
website: [www.isboston.org](http://www.isboston.org)

*Islamic Center of New England*  
470 South St.  
Quincy, MA 02169  
Phone: 617-479-8341  
FAX: 617-471-9522

*Muslim Chaplain*  
Brigham and Women's Hospital  
75 Francis St.  
Boston, MA 02115  
Contact: Imam Salih Yucel  
Phone: 617-908-3554  
email: [syucel@partners.org](mailto:syucel@partners.org)

### Judaism

*Jewish Healing Connections*  
Jewish Family and Children's Services  
1340 Centre Street  
Newton Centre, MA 02459  
Contact: Marjorie Sokoll  
Phone: 617-558-1278  
email: [msokoll@jfcbsoston.org](mailto:msokoll@jfcbsoston.org)

*Synagogue Council of Massachusetts*  
The council can provide assistance in locating a synagogue.  
1320 Centre Street  
Newton Centre, MA 02459  
Phone: 617-244-6506  
FAX: 617-964-7055  
email: [info@synagoguecouncil.org](mailto:info@synagoguecouncil.org)  
website: [www.synagoguecouncil.org](http://www.synagoguecouncil.org)

### Protestant denominations

*Massachusetts Council of Churches*  
14 Beacon Street Suite 416  
Boston, Ma 02108-3760  
Phone: 617-523-2771  
email: [council@masscouncilofchurches.org](mailto:council@masscouncilofchurches.org)  
website: [www.masscouncilofchurches.org](http://www.masscouncilofchurches.org)



## Cultural Traditions and Language Barriers: Improving Communications

Many people find it difficult to communicate their expectations, fears, and beliefs as they cope with traumatic issues regarding end of life care. Whether you have a life-threatening condition or you have a loved one who is dying, you may feel that the healthcare and other service providers with whom you are involved are not understanding or respecting your concerns. If English is not your primary language, or you have religious or cultural beliefs and traditions that are not well understood or accepted by the providers, you may feel even more isolated.

For these reasons, it is a good idea to begin conversations with your healthcare providers by helping them understand your beliefs and feelings about care at the end of life. This is the best way to be sure that your doctors can respect your wishes and help you make the decisions that are right for you and your family.

Because each of us comes with our own religious, cultural, and family beliefs and practices, even a healthcare provider who is trying to give the best care possible may be unaware of conflicts with your traditions and beliefs. The provider may be creating problems without knowing why. This is why it is important to tell your doctor or other provider your expectations about treatment and care.

By saying, “in our culture, we usually care for our dying parents by....” and explaining your expectations, you open the door for the provider to gain a better understanding of how to be responsive to your concerns. If the provider is discussing treatments or options that you do not understand, ask him or her to explain it again in a different way.

You might also want to tell your provider something about the following issues:

- How do you and your family wish to make decisions about your care (for example, you alone, together as a family, the family making the decision on your behalf)?
- Who would you like the provider to speak with about diagnoses, test results and treatment options?
- Do you or your family have any fears about doctors or medical procedures, or any experiences that may concern you?
- Does your family have any religious or cultural beliefs about medicine or medical procedures that you feel your provider may not know about?

If you continue to feel that communication with the provider is difficult, or that your wishes and beliefs are not being taken into consideration, find a supportive person to help in the discussion. Most hospitals and many other agencies have social workers that can act as a patient advocate. Asking a clergy member or the hospital chaplain of your faith to join in the discussion may be another option.

Cultural and  
Religious Traditions





## Language Barriers ▼

For health and supportive services, request that the services be provided in your primary language. Federal civil rights law requires agencies that receive public funding to provide interpreter services.

Many hospitals and other large agencies have staff fluent in the languages most commonly spoken in their communities, or have on-call interpreters available as needed. If there is no interpreter available for a certain language, any health or supportive service agency should be able to provide telephone interpretation through a telephonic interpreter service.

Having a trained interpreter present when you speak with your provider can help to avoid misunderstandings and confusion that can make a difficult process even harder. The interpreter can help in making sure that you and the provider understand each other completely. A trained medical interpreter will not feel uncomfortable or embarrassed, as a family member might.

It is not appropriate for the agency to expect you to bring a friend or family member to interpret. While some patients may prefer that an English-speaking family member or friend also be present, you should always have the option to speak confidentially to your healthcare provider. In any case, it is preferable to avoid having a minor (under age 18) child interpret on behalf of a parent or other older relative.

### RESOURCES

*Office of Minority Health*  
Department of Public Health  
250 Washington St.  
Boston, MA 02108  
Phone: 617-624-6000  
TTY: 617-624-6001  
website: [www.state.ma.us/dph/omh/omh.htm](http://www.state.ma.us/dph/omh/omh.htm)

Cities and Towns  
by Region

# Regional Directory

Boston

Central

Metrowest

Northeast

Southeast

Western

Statewide Resources



# Service Icons



Alzheimer's/Dementia



Bereavement



Children



Complementary Health



Education



Financial



Funeral Planning



Home Support



Hospice



Information and Referral



Language/Interpreter Services



Legal



Palliative Care



Respite Care



Specialized Medical



Spirituality



Support Group/Counseling



Transportation/Lodging

# Cities and Towns by Region

---

## BOSTON

Boston  
Brookline  
Chelsea  
Revere  
Winthrop

---

## CENTRAL

Ashburnham	Harvard	Rutland
Ashby	Holden	Shirley
Auburn	Holland	Shrewsbury
Ayer	Hopedale	Southbridge
Barre	Hubbardston	Spencer
Bellingham	Lancaster	Sterling
Berlin	Leicester	Sturbridge
Blackstone	Leominster	Sutton
Bolton	Lunenburg	Templeton
Boylston	Medway	Townsend
Brookfield	Mendon	Upton
Charlton	Milford	Uxbridge
Clinton	Millbury	Wales
Douglas	Millville	Warren
Dudley	New Braintree	Webster
East Brookfield	North Brookfield	West Boylston
Fitchburg	Northbridge	West Brookfield
Franklin	Oakham	Westminster
Gardner	Oxford	Winchendon
Grafton	Paxton	Worcester
Groton	Pepperell	
Hardwick	Princeton	

---



## METROWEST

Acton	Hudson	Scituate
Arlington	Hull	Sharon
Ashland	Lexington	Sherborn
Bedford	Lincoln	Somerville
Belmont	Littleton	Southborough
Boxborough	Marlborough	Stow
Braintree	Maynard	Sudbury
Burlington	Medfield	Walpole
Cambridge	Millis	Waltham
Canton	Milton	Watertown
Carlisle	Natick	Wayland
Cohasset	Needham	Wellesley
Concord	Newton	Westborough
Dedham	Norfolk	Weston
Dover	Northborough	Westwood
Foxborough	Norwell	Weymouth
Framingham	Norwood	Wilmington
Hingham	Plainville	Winchester
Holliston	Quincy	Woburn
Hopkinton	Randolph	Wrentham

## NORTHEAST

Amesbury	Lawrence	Peabody
Andover	Lowell	Reading
Beverly	Lynn	Rockport
Billerica	Lynnfield	Rowley
Boxford	Malden	Salem
Chelmsford	Manchester-by-the-Sea	Salisbury
Danvers	Marblehead	Saugus
Dracut	Medford	Stoneham
Dunstable	Melrose	Swampscott
Essex	Merrimac	Tewksbury
Everett	Methuen	Topsfield
Georgetown	Middleton	Tyngsborough
Gloucester	Nahant	Wakefield
Groveland	Newbury	Wenham
Hamilton	Newburyport	West Newbury
Haverhill	North Andover	Westford
Ipswich	North Reading	

## SOUTHEAST

Abington	Fall River	Pembroke
Acushnet	Falmouth	Plymouth
Aquinnah	Freetown	Plympton
Attleborough	Gosnold	Provincetown
Avon	Halifax	Raynham
Barnstable	Hanover	Rehoboth
Berkley	Hanson	Rochester
Bourne	Harwich	Rockland
Brewster	Holbrook	Sandwich
Bridgewater	Kingston	Seekonk
Brockton	Lakeville	Somerset
Carver	Mansfield	Stoughton
Chatham	Marion	Swansea
Chilmark	Marshfield	Taunton
Dartmouth	Mashpee	Tisbury
Dennis	Mattapoissett	Truro
Dighton	Middleborough	Wareham
Duxbury	Nantucket	Wellfleet
East Bridgewater	New Bedford	West Bridgewater
Eastham	North Attleborough	West Tisbury
Easton	Norton	Westport
Edgartown	Oak Bluffs	Whitman
Fairhaven	Orleans	Yarmouth

## WESTERN

Athol	East Longmeadow	Leverett
Adams	Easthampton	Leyden
Agawam	Egremont	Longmeadow
Alford	Erving	Ludlow
Amherst	Florida	Middlefield
Ashfield	Gill	Monroe
Becket	Goshen	Monson
Belchertown	Granby	Montague
Bernardston	Granville	Monterey
Blandford	Great Barrington	Montgomery
Brimfield	Greenfield	Mount Washington
Buckland	Hadley	New Ashford
Charlemont	Hampden	New Marlborough
Cheshire	Hancock	New Salem
Chester	Hatfield	North Adams
Chesterfield	Hawley	Northampton
Chicopee	Heath	Northfield
Clarksburg	Hinsdale	Orange
Colrain	Holyoke	Otis
Conway	Huntington	Palmer
Cummington	Lanesborough	Pelham
Dalton	Lee	Peru
Deerfield	Lenox	Petersham

## WESTERN (continued)

Phillipston	South Hadley	West Springfield
Pittsfield	Southampton	West Stockbridge
Plainfield	Southwick	Westfield
Richmond	Springfield	Westhampton
Rowe	Stockbridge	Whately
Royalston	Sunderland	Wilbraham
Russell	Tolland	Williamsburg
Sandisfield	Tyringham	Williamstown
Savoy	Ware	Windsor
Sheffield	Warwick	Worthington
Shelburne	Washington	
Shutesbury	Wendell	

## ALPHABETICAL LISTING OF CITIES AND TOWNS

Abington	Southeast	Brimfield	Western
Acton	Metrowest	Brockton	Southeast
Acushnet	Southeast	Brookfield	Central
Adams	Western	Brookline	Boston
Agawam	Western	Buckland	Western
Alford	Western	Burlington	Metrowest
Amesbury	Northeast	Cambridge	Metrowest
Amherst	Western	Canton	Metrowest
Andover	Northeast	Carlisle	Metrowest
Aquinnah	Southeast	Carver	Southeast
Arlington	Metrowest	Charlemont	Western
Ashburnham	Central	Charlton	Central
Ashby	Central	Chatham	Southeast
Ashfield	Western	Chelmsford	Northeast
Ashland	Metrowest	Chelsea	Boston
Athol	Western	Cheshire	Western
Attleborough	Southeast	Chester	Western
Auburn	Central	Chesterfield	Western
Avon	Southeast	Chicopee	Western
Ayer	Central	Chilmark	Southeast
Barnstable	Southeast	Clarksburg	Western
Barre	Central	Clinton	Central
Becket	Western	Cohasset	Metrowest
Bedford	Metrowest	Colrain	Western
Belchertown	Western	Concord	Metrowest
Bellingham	Central	Conway	Western
Belmont	Metrowest	Cummington	Western
Berkley	Southeast	Dalton	Western
Berlin	Central	Danvers	Northeast
Bernardston	Western	Dartmouth	Southeast
Beverly	Northeast	Dedham	Metrowest
BillERICA	Northeast	Deerfield	Western
Blackstone	Central	Dennis	Southeast
Blandford	Western	Dighton	Southeast
Bolton	Central	Douglas	Central
Boston	Boston	Dover	Metrowest
Bourne	Southeast	Dracut	Northeast
Boxborough	Metrowest	Dudley	Central
Boxford	Northeast	Dunstable	Northeast
Boylston	Central	Duxbury	Southeast
Braintree	Metrowest	East Bridgewater	Southeast
Brewster	Southeast	East Brookfield	Central
Bridgewater	Southeast	East Longmeadow	Western

Eastham	Southeast	Leverett	Western
Easthampton	Western	Lexington	Metrowest
Easton	Southeast	Leyden	Western
Edgartown	Southeast	Lincoln	Metrowest
Egremont	Western	Littleton	Metrowest
Erving	Western	Longmeadow	Western
Essex	Northeast	Lowell	Northeast
Everett	Northeast	Ludlow	Western
Fairhaven	Southeast	Lunenburg	Central
Fall River	Southeast	Lynn	Northeast
Falmouth	Southeast	Lynnfield	Northeast
Fitchburg	Central	Malden	Northeast
Florida	Western	Manchester-by-the-Sea	Northeast
Foxborough	Metrowest	Mansfield	Southeast
Framingham	Metrowest	Marblehead	Northeast
Franklin	Central	Marion	Southeast
Freetown	Southeast	Marlborough	Metrowest
Gardner	Central	Marshfield	Southeast
Georgetown	Northeast	Mashpee	Southeast
Gill	Western	Mattapoisett	Southeast
Gloucester	Northeast	Maynard	Metrowest
Goshen	Western	Medfield	Metrowest
Gosnold	Southeast	Medford	Northeast
Grafton	Central	Medway	Central
Granby	Western	Melrose	Northeast
Granville	Western	Mendon	Central
Great Barrington	Western	Merrimac	Northeast
Greenfield	Western	Methuen	Northeast
Groton	Central	Middleborough	Southeast
Groveland	Northeast	Middlefield	Western
Hadley	Western	Middleton	Northeast
Halifax	Southeast	Milford	Central
Hamilton	Northeast	Millbury	Central
Hampden	Western	Millis	Metrowest
Hancock	Western	Millville	Central
Hanover	Southeast	Milton	Metrowest
Hanson	Southeast	Monroe	Western
Hardwick	Central	Monson	Western
Harvard	Central	Montague	Western
Harwich	Southeast	Monterey	Western
Hatfield	Western	Montgomery	Western
Haverhill	Northeast	Mount Washington	Western
Hawley	Western	Nahant	Northeast
Heath	Western	Nantucket	Southeast
Hingham	Metrowest	Natick	Metrowest
Hinsdale	Western	Needham	Metrowest
Holbrook	Southeast	New Ashford	Western
Holden	Central	New Bedford	Southeast
Holland	Central	New Braintree	Central
Holliston	Metrowest	New Marlborough	Western
Holyoke	Western	New Salem	Western
Hopedale	Central	Newbury	Northeast
Hopkinton	Metrowest	Newburyport	Northeast
Hubbardston	Central	Newton	Metrowest
Hudson	Metrowest	Norfolk	Metrowest
Hull	Metrowest	North Adams	Western
Huntington	Western	North Andover	Northeast
Ipswich	Northeast	North Attleborough	Southeast
Kingston	Southeast	North Brookfield	Central
Lakeville	Southeast	North Reading	Northeast
Lancaster	Central	Northampton	Western
Lanesborough	Western	Northborough	Metrowest
Lawrence	Northeast	Northbridge	Central
Lee	Western	Northfield	Western
Leicester	Central	Norton	Southeast
Lenox	Western	Norwell	Metrowest
Leominster	Central	Norwood	Metrowest



# Regional Directory

Oak Bluffs	Southeast
Oakham	Central
Orange	Western
Orleans	Southeast
Otis	Western
Oxford	Central
Palmer	Western
Paxton	Central
Peabody	Northeast
Pelham	Western
Pembroke	Southeast
Pepperell	Central
Peru	Western
Petersham	Western
Phillipston	Western
Pittsfield	Western
Plainfield	Western
Plainville	Metrowest
Plymouth	Southeast
Plympton	Southeast
Princeton	Central
Provincetown	Southeast
Quincy	Metrowest
Randolph	Metrowest
Raynham	Southeast
Reading	Northeast
Rehoboth	Southeast
Revere	Boston
Richmond	Western
Rochester	Southeast
Rockland	Southeast
Rockport	Northeast
Rowe	Western
Rowley	Northeast
Royalston	Western
Russell	Western
Rutland	Central
Salem	Northeast
Salisbury	Northeast
Sandisfield	Western
Sandwich	Southeast
Saugus	Northeast
Savoy	Western
Scituate	Metrowest
Seekonk	Southeast
Sharon	Metrowest
Sheffield	Western
Shelburne	Western
Sherborn	Metrowest
Shirley	Central
Shrewsbury	Central
Shutesbury	Western
Somerset	Southeast
Somerville	Metrowest
South Hadley	Western
Southampton	Western
Southborough	Metrowest
Southbridge	Central
Southwick	Western
Spencer	Central
Springfield	Western
Sterling	Central
Stockbridge	Western
Stoneham	Northeast
Stoughton	Southeast
Stow	Metrowest

Sturbridge	Central
Sudbury	Metrowest
Sunderland	Western
Sutton	Central
Swampscott	Northeast
Swansea	Southeast
Taunton	Southeast
Templeton	Central
Tewksbury	Northeast
Tisbury	Southeast
Tolland	Western
Topsfield	Northeast
Townsend	Central
Truro	Southeast
Tyngsborough	Northeast
Tyringham	Western
Upton	Central
Uxbridge	Central
Wakefield	Northeast
Wales	Central
Walpole	Metrowest
Waltham	Metrowest
Ware	Western
Wareham	Southeast
Warren	Central
Warwick	Western
Washington	Western
Watertown	Metrowest
Wayland	Metrowest
Webster	Central
Wellesley	Metrowest
Wellfleet	Southeast
Wendell	Western
Wenham	Northeast
West Boylston	Central
West Bridgewater	Southeast
West Brookfield	Central
West Newbury	Northeast
West Springfield	Western
West Stockbridge	Western
West Tisbury	Southeast
Westborough	Metrowest
Westfield	Western
Westford	Northeast
Westhampton	Western
Westminster	Central
Weston	Metrowest
Westport	Southeast
Westwood	Metrowest
Weymouth	Metrowest
Whately	Western
Whitman	Southeast
Wilbraham	Western
Williamsburg	Western
Williamstown	Western
Wilmington	Metrowest
Winchendon	Central
Winchester	Metrowest
Windsor	Western
Winthrop	Boston
Woburn	Metrowest
Worcester	Central
Worthington	Western
Wrentham	Metrowest
Yarmouth	Southeast



## Boston Region

*Check the Statewide Resources section for additional listings*

### APDA — American Parkinson's Disease Association

Boston Medical Center  
720 Harrison Avenue, Suite 707  
Boston, MA 02118

Contact:  
Faye Winson, President  
Phone: 617-638-8466

We provide information and referral to assist patients and families with all aspects of advanced Parkinson's Disease.

Services provided:



Including  
Lending  
Library

### Beacon Hospice

529 Main Street, 1M7  
Boston, MA 02129

Contact:  
Betty Brennan, CEO  
Phone: 617-242-4872  
FAX: 617-241-2880

Services provided:



Cape Verdian,  
French,  
Haitian/Creole,  
Russian

## Beth Israel Deaconess Medical Center

330 Brookline Avenue  
Boston, MA 02115

BIDMC Palliative Care Consult service provides comprehensive, interdisciplinary care for patients with life threatening illness and their families. The service addresses issues of pain and symptom management, end-of-life care issues such as health care proxy, advance care directives, and discussions to determine plan of care. The consult service works in collaboration with case management and social service to achieve seamless transitions from the hospital to the home, skilled nursing facility, rehab or hospice. Bereavement support is also available.

Services provided:



Language:

ASL, Italian, Japanese, Arabic, Laotian, Cambodian, Cape Verdian, Chinese, Portuguese, Spanish, German, Russian, French, Haitian/Creole, Vietnamese

Contact:

Lachlan Forrow, MD/Director

Phone: 617-667-1320

## Boston Medical Center

One Boston Medical Center Place  
Boston, MA 02118-2393

Boston Medical Center is a private, not for profit, 547 licensed bed academic medical center located in Boston's historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. Emphasizing community based care, Boston Medical Center with its mission to provide consistently accessible health services to all is the largest safety net hospital in New England. Boston Medical Center provides a full spectrum of pediatric and adult care services from primary care to advanced specialty care including Geriatrics, Cancer Care, and Pain Management.

Services provided:



Contact:

John Chessare, MD, MPH

Phone: 617-638-8000

website: [www.bmc.org](http://www.bmc.org)

**Boston Senior Home Care**

110 Chauncy St.  
Boston, MA 02111

**Contact:**

Boston ElderINFO  
Phone: 617-292-6211

website: [www.elderinfo.org](http://www.elderinfo.org)

Boston Senior Home Care is a nonprofit agency that provides information and referral and case management services to low income, frail, homebound elders. The agency's case managers assess an elder's needs and purchase a range of in home support services such as home-making, personal care, home delivered meals, personal emergency response systems, and adaptive equipment to meet those needs. The agency provides caregiver support through free seminars, support groups and a care advisor service. All services can be accessed by calling Boston ElderINFO at 617-292-6211.

**Services provided:**

Referral  
(617-292-6211)

**Caritas Good Samaritan Hospice**

310 Allston Street  
Brighton, MA 02135

**Contact:**

Marybeth McCormack, Assistant Director  
Phone: 617-566-6242  
FAX: 617-566-3055

website: [www.cchcs.org](http://www.cchcs.org)

Caritas Good Samaritan Hospice, founded in 1982, is celebrating its twentieth year of providing hospice care to the terminally ill. As a member of the Caritas Christi Health Care System, we provide hospice services to over sixty communities within the Greater Boston area. Bereavement Support Groups are offered to children and adults.

**Services provided:**

Interpreter  
Services (as  
needed)



## Carney Hospital

2100 Dorchester Avenue  
Dorchester, MA 02124

Carney Hospital is a community teaching hospital serving the Dorchester, Hyde Park, Mattapan, and South Boston neighborhoods, as well as the communities of Braintree, Milton, Quincy, Randolph and Weymouth. A member of the Caritas Christi Health Care System, Carney Hospital is committed to the holistic care of patients and their loved ones. Staff are skilled in pain management and symptom control, and the emotional and spiritual care of patients and families is integral to the care provided. Bereavement follow-up support and grief groups are offered to bereaved loved ones and to the general community.

### Languages:

ASL, Amharic/Tigrinya, Arabic, Cape Verdian, Chinese, French, German, Greek, Haitian/Creole, Polish, Portuguese, Russian, Spanish, Vietnamese

### Contact:

Phone: 617-296-4000  
FAX: 617-296-9513

website: [www.carneyhospital.org](http://www.carneyhospital.org)

### Services provided:



(See above)

## Catholic Charities Archdiocese of Boston

75 Kneeland Street, 8th floor  
Boston, MA 02111-1931

### Contact:

Patricia Dunn, Director Parish Social Ministry  
Phone: 617-482-5440  
FAX: 617-451-0337

### Languages:

Albanian, Arabic, ASL, Cambodian, Cape Verdian, French, German, Greek, Haitian/Creole, Polish, Portuguese, Spanish, Vietnamese

website: [www.ccab.org](http://www.ccab.org)

### Services provided:



(See above)

## Central Boston Elder Services

812 Huntington Ave  
Boston, MA 02115

### Contact:

Renee Parris Brown, Director of Program Management  
Phone: 617-277-7416  
FAX: 617-277-2005

website: [www.centralboston.org](http://www.centralboston.org)

### Services provided:



**Chelsea Revere Winthrop Home Care**

300 Broadway  
PO Box 189  
Revere, MA 02151

Phone: 781-286-0550  
FAX: 781-286-8831

Services provided:



Referral (781-  
286-0550)

**Chelsea Soldiers Home**

91 Crest Avenue  
Chelsea, MA 02150

The Chelsea Soldiers' Home/Quigley Memorial Hospital is a state run Veterans' Hospital with acute, long term care, and dormitory units. Eligible veterans are provided a dorm style room with full meal service. As Veterans need more care, they may progress to supervised programs with 24 hour nursing care or may become eligible for Skilled Nursing Care placement on one of the eight inpatient skilled nursing units. We also have a secure

Alzheimer's and Dementia Unit. End of Life care planning is multidisciplinary and individualized to meet the varied needs of the resident. Services offered onsite include pharmaceutical, occupational therapy, physical therapy, chaplain services, social services, recreation therapy, and on-site medical services with an active outpatient department with varied clinics.

Contact:

Sandra Akers, MS, RN  
Phone: 617-884-5660  
FAX: 508-573-3986

Services provided:



Including  
Lending  
Library

For  
Veterans  
Only

Residential  
Facility

**Children's Hospital, Boston & Dana-Farber Cancer Institute**

DFCI, 44 Binney Street  
Boston, MA 02115

The Pediatric Advanced Care Team (PACT) is a pediatric palliative care consult service with members from Children's Hospital, Boston and Dana-Farber Cancer Institute. Our goals are to assist the primary health care team, families and children with any type of advanced illness. We support treatment of the underlying illness and at the same time strive for optimal quality of life.

Contact:

Joanne Wolfe, MD, MPH  
Phone: 617-355-6000

website: [www.childrenshospital.org](http://www.childrenshospital.org)

Services provided:



## Commission on Affairs of the Elderly

One City Hall Plaza  
Boston, MA 02201

The Commission is the designated Council on Aging for Boston, administers federal Title III funds, operates the Veronica B. Smith Multiservice Senior Center in Brighton, and provides some direct services to older Boston residents and their caregivers.

### Contact:

Robert Ormsby, Deputy Commissioner  
Phone: 617-635-4366  
FAX: 617-635-3213

website: [www.cityofboston.gov/elderlyma](http://www.cityofboston.gov/elderlyma)

### Services provided:



## Dana-Farber Cancer Institute

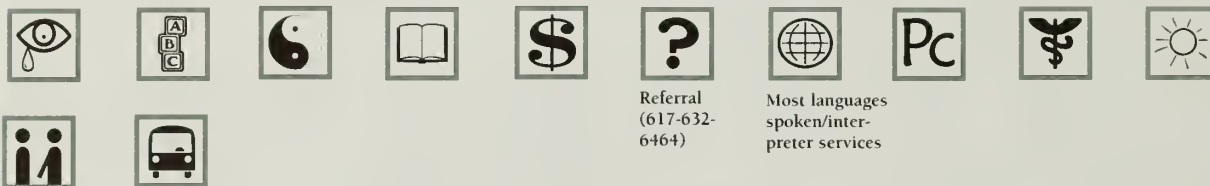
44 Binney Street  
Boston, MA 02115

Pain and Palliative Care Program at the Dana-Farber Cancer Institute - With a focus on helping patients & families have the best quality of life, the Pain & Palliative Care Program specializes in the management of pain and other physical, emotional, social, and spiritual concerns that patients and their families face as they cope with a life-threatening illness.

### Contact:

Janet Abraham, MD  
Phone: 617-632-3000

### Services provided:



Referral  
(617-632-6464)

Most languages  
spoken/inter-  
preter services



Handicap Services:  
617-632-3435

## Department of Veteran's Services

239 Causeway Street, Suite 100  
Boston, MA 02114

### Contact:

E. Fowler

Phone: 617-727-3578

FAX: 617-727-5903

website: [www.state.ma.us/veterans](http://www.state.ma.us/veterans)

The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans and provide them with quality support services and to direct an emergency financial assistance program for those veterans and their dependents who are in need. State Benefits are available in the following areas: Chapter 115 Benefits (provides financial assistance to veterans in need with food, housing, clothing, employment and medical and burial assistance), Bonuses, Property Tax, Sales and Excise Tax, Massachusetts Veterans' Cemeteries, VA National Cemetery, Annuities, Public Housing, Employment, Veterans' License Plates, Women Veterans Network, Record Retention, Educational Assistance, Soldiers' Homes, Outreach, and Housing Services (including Homeless Prevention, Emergency Shelters, Transitional Housing and Permanent Housing).

### Services provided:



State Veteran  
Cemeteries



Veterans  
Outreach  
Centers



## HealthCare Dimensions Hospice

764 Main Street  
Waltham, MA 02451

### Contact: information

Phone: 781-894-1100

FAX: 781-736-0908

website: [www.hcdhospice.org](http://www.hcdhospice.org)

HealthCare Dimensions provides comprehensive medical, psychosocial and spiritual care to adult and pediatric patients with terminal illness who reside in Boston and its suburbs. Bereavement services, including grief counseling, support groups and memorial services, are available to families for 13 months following the death of an adult patient and three years following the death of an infant, child or teen.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



Referral  
(781-894-  
1100)



Spanish





### Dorchester House Multi-Service Center

1353 Dorchester Ave.  
Dorchester, MA 02122

**Contact:**

Ira Schlosser, Director of Planning and Development  
Phone: 617-288-3230  
FAX: 617-825-4972

website: [www.dorchesterhouse.org](http://www.dorchesterhouse.org)

**Services provided:**



Spanish,  
Vietnamese

### Elder Service Plan of the East Boston Neighborhood Health Center

10 Gove Street  
E. Boston, MA 02128

The Elder Service Plan of the East Boston Neighborhood Health Center (ESP) is a community-based program that offers a complete range of health and health-related services designed to keep frail elders living in the community for as long as possible. Coordinated care is planned and provided by a multidisciplinary team of providers that includes physician, nurse practitioner, nurses, social workers, rehabilitation and recreation therapists, health

aides and others. Working in partnership with each participant and their caregivers, the teams create individually designed care plans to best meet the needs of each person enrolled in ESP.

**Languages:**

Cambodian, Cape Verdian, Chinese, Haitian, Creole, Italian, Portuguese, Russian, Spanish, Vietnamese, other through interpreter services

**Contact:**

Amy Goldberg and Linda Wasserman, Geriatric Intake Liaison Nurses  
Phone: 617-568-4602  
FAX: 617-568-6419

**Services provided:**



(See above)

### Fenway Community Health Center

7 Haviland Street  
Boston, MA 02215

Fenway provides high quality health care that is not only sensitive to the unique needs of gay, lesbian, bisexual, and transgender individuals, but also sensitive to the needs of its diverse neighbors. Fenway provides support groups around life threatening conditions such as HIV, and also provides support groups for lesbians with cancer. Fenway is a comfortable place for anyone who values a supportive, non-judgmental health care environment.

**Handicap Services:**

TTY service: 617-859-1256

**Contact:**

Aaron Miller  
Phone: 617-267-0900

website: [www.fenwayhealth.org](http://www.fenwayhealth.org)

**Services provided:**



ASL, Spanish

## Geiger Gibson Community Health Center

250 Mount Vernon Street  
Dorchester, MA 02125

### Contact:

Brian Toomey, Executive Director  
Phone: 617-288-1140  
FAX: 617-288-3910

The Geiger Gibson Community Health Center offers expert and compassionate primary care, along with Behavioral Health services, both in the office and in the home. We are a specialized HIV service as well. Our providers speak Spanish as well as English.

### Services provided:



Spanish

## Good Grief Program

1 BMC Place, MAT 5  
Boston, MA 02118

The Good Grief Program provides workshops for schools, parents and community groups, crisis intervention and development of a crisis protocol to help children develop coping skills around death, dying and loss. The CIRCLE, a project of The Good Grief Program, provides a comprehensive family bereavement support program after the death of a loved one. The CIRCLE has

programs in Dorchester, Jamaica Plain, Hingham and a CIRCLE for families who had a loved one die on Sept. 11th. We also provide Heart to Heart consultations at Boston Medical Center. Heart to Heart is a free one hour psycho-educational approach for adults to help their children before or after the loss of a loved one.

### Contact:

Maria Trozzi, Director  
Phone: 617-414-4005  
FAX: 617-414-7195

### Services provided:



## Hallmark Health Hospice

100 Hospital Road  
Malden, MA 02148

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with The Huggins Center for Alternative Therapies to provide non-pharmacological comfort measures.

### Contact:

Karen Cote, Director  
Phone: 781-338-7866  
FAX: 781-338-7860

website: [www.hallmarkhealth.org](http://www.hallmarkhealth.org)

### Services provided:



Interpreter  
services as  
needed

### Harvard Vanguard Medical Associates, Palliative and Supportive Medicine Program

133 Brookline Ave, #6115  
Boston, MA 02215

Contact:

Gail Gazelle, MD Director, Palliative and Supportive  
Medicine Program

Phone: 617-421-6760

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients and their care providers and within families, assisting with decisions around artificial nutrition and hydration, and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

Services provided:



### Hebrew Rehabilitation Center for Aged

1200 Center Street  
Boston, MA 02131

Contact:

Dr. Gillick

Phone: 617-325-8000

The Hebrew Rehabilitation Center for Aged operates a 720-bed long-term care facility and a 21-bed skilled nursing facility on its Roslindale campus, a continuing care retirement community (Orchard Cove) in Canton, and senior housing in Revere (Satter House) and Randolph (Trilling House). Residents at the Roslindale site have available to them geriatricians as primary care physicians, an interdisciplinary Palliative Care Team, and an Ethics Consultation Service. A Rabbi and Chaplain provide pastoral care.

website: [www.hebrewrehab.org](http://www.hebrewrehab.org)

Services provided:



Russian



## Hospice of Boston/Greater Brockton

500 Belmont Street, Suite 215  
Brockton, MA

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



### Contact:

Ruth Capernaros, President, CEO, Patricia Shea, RN  
CHPN

Phone: 508-583-0383

FAX: 508-583-1193

website: [www.hospiceboston-brockton.com](http://www.hospiceboston-brockton.com)

## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides

education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

### Contact:

Rigney Cunningham, Executive Director

Phone: 781-255-7077

FAX: 781-255-7078

email: [hospicefed@aol.com](mailto:hospicefed@aol.com)

website: [www.hospicefed.org](http://www.hospicefed.org)

### Services provided:



Including  
Lending  
Library

## Jewish Memorial Hospital and Rehabilitation Center

59 Townsend Street  
Boston, MA 02119

### Languages:

Albanian, Cambodian, Cape Verdian, Chinese, Haitian/Creole, Russian, Spanish

### Contact:

Dianne Simmons, Administrative Assistant

Phone: 617-442-8760

FAX: 617-989-8207

website: [www.jmhrc.com](http://www.jmhrc.com)

### Services provided:



(See above)





## Regional Directory

**Lighthouse Nursing Care Center**

204 Proctor Ave  
Revere, MA 02151

Lighthouse Nursing Care Center is a 123-bed skilled nursing facility that specializes in end of life services. Our staff has been specially trained to meet the unique needs of these patients and their families. We also

provide short-term rehabilitation and skilled nursing services. We also have a specialized unit for the care of patients with Alzheimer's Disease and related dementias.

## Contact:

Roger Marks, Administrator  
Phone: 781-286-3100  
FAX: 781-286-4109

## Services provided:



Contracts  
with  
licensed  
hospice

**Mary Ellen McCormack Community Health Center**

10 Logan Way  
South Boston, MA 02127

The Mary Ellen McCormack Health Center offers expert and compassionate primary care, along with Behavioral Health services, both in the office and in the home. We are a specialized HIV service as well. Our providers speak Spanish as well as English.

## Contact:

Dr. Michael Folino  
Phone: 617-288-3119

## Services provided:



Spanish

**Massachusetts Commission for the Blind**

88 Kingston Street  
Boston, MA 02111-2227

The Massachusetts Commission for the Blind provides a wide array of rehabilitation and support services to many thousands of blind Massachusetts residents annually. Because the great majority of blind consumers in the Commonwealth are 65 years of age and above, we frequently and coincidentally encounter end-of-life issues with those we serve.

## Contact:

Cheryl Standley  
Phone: 617-727-5550  
FAX: 617-626-7685

website: [www.state.ma.us/mcb](http://www.state.ma.us/mcb)

## Services provided:



Spanish



## Massachusetts Executive Office of Elder Affairs

One Ashburton Place  
Boston, MA 02108

Elder Affairs directs services to approximately 40,000 elders through the state funded Home Care Program, administers social and nutrition services under the Older Americans Act and fulfills advocacy, planning and policy functions on behalf of the 1.1 million elders of the Commonwealth.

The Executive Office of Elder Affairs is responsible for the development and management of comprehensive

community based programs that help to ensure the dignity and independence of elderly persons. Elder Affairs provides state and federally funded services to frail Massachusetts elders and their caregivers. Service delivery is coordinated through a network of 27 Aging Services Access Points.

### Contact:

Phone: 800-882-2003

FAX: 617-727-9368

website: [www.800ageinfo.org](http://www.800ageinfo.org)

### Services provided:



## Massachusetts General Hospital

55 Fruit Street  
Boston, MA 02114

### Contact:

Social Service Department

Phone: 617-726-2000

website: [www.mgh.harvard.edu](http://www.mgh.harvard.edu)

### Services provided:



Most languages  
spoken/inter-  
preter services

## Massachusetts General Hospital Palliative Care Service

FND 600  
55 Fruit Street  
Boston, MA 02114

The Massachusetts General Hospital (MGH) Palliative Care Service is a medical support program that provides comprehensive care to patients and their families facing a life-threatening or terminal illness. The focus of care is to support the medical, psychosocial, and spiritual needs of the patient and family. A hospital-based team includes

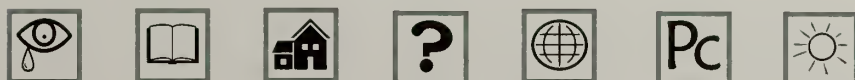
physicians, a nurse practitioner, and clinical social worker, a part-time chaplain, and a bereavement and volunteer coordinator. The Palliative Care Team sees patients in a variety of settings, such as inpatient, outpatient, and home to provide pain and symptom management, support for end-of-life decisions and planning, counseling, post hospital care planning, and bereavement follow-up.

Phone: 617-724-9197

FAX: 617-724-8693

website: [www.massgeneral.org/palliativecare/](http://www.massgeneral.org/palliativecare/)

### Services provided:



Referral  
(617-724-  
9197)

Most languages  
spoken/inter-  
preter services

### North End Community Health Center

332 Hanover Street  
Boston, MA 02113

Contact:  
Cheryl Godbout, LICSW  
Phone: 617-742-9570  
FAX: 617-742-3676

A multi-service community health center featuring a full continuum of care.

Services provided:



Italian



### Office of AIDS Ministry, Archdiocese of Boston

75 Kneeland Street, 8th Floor  
Boston, MA 02111

Contact:  
Sister Zita Fleming, CSJ, Archdiocesan Director  
Phone: 617-451-7931  
FAX: 617-451-0337

Services provided:



(Haitian/Creole,  
Spanish)



### Office of Health Care Ministry

736 Cambridge Street  
Boston, MA 02135

Contact:  
Jean Marchant, Director  
Phone: 617-789-2457  
FAX: 617-789-2573

The Office of Health Care Ministry for the Roman Catholic Archdiocese of Boston supports the pastoral outreach of 365 local parishes and supports the work of over 100 catholic chaplains in health care institutions.

website: [www.rcab.org/healthcare/HealthHome.html](http://www.rcab.org/healthcare/HealthHome.html)

Services provided:



**Social Work Therapy Referral Service**

14 Beacon Street  
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist—and we'll continue to work with you until you find the right

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

**Contact:**

Barbara Kaplan, LICSW  
Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

Services provided:

**South End Community Health Center**

1601 Washington Street  
Boston, MA 02118

**Contact:**

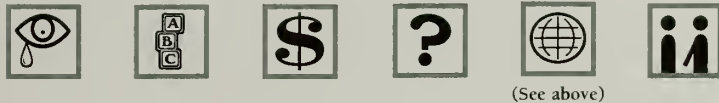
Elba Ecclelland, Director  
Phone: 617-425-2000  
Fax: 617-425-2080

**Languages:**

ASL, Cape Verdian, Haitian/Creole, Italian, Spanish

website: [www.sechc.org](http://www.sechc.org)

Services provided:



(See above)

**St. Elizabeth's Medical Center**

736 Cambridge Street  
Brighton, MA 02135-2997

**Contact:**

Catherine O'Connor, CSP, Ph.D.  
Phone: 617-789-3000  
FAX: 617-789-3007

**Languages:**

Cambodian, Haitian/Creole, Russian, Spanish, Vietnamese

website: [www.cchcs.org](http://www.cchcs.org)

Services provided:



(See above)



## Tufts-New England Medical Center

750 Washington Street, #294  
Boston, MA 02111

### Contact:

Joan Fallon, VP of External Affairs

Phone: 617-636-5000

FAX: 617-636-4269

website: [www.nemc.org](http://www.nemc.org)

Tufts-New England Medical Center and its Floating Hospital for Children offer state-of-the-art medical care for adults and children with a patient-centered philosophy. Tufts-NEMC and the Floating Hospital are the primary adult and pediatric teaching hospitals of Tufts University School of Medicine. Care in every major specialty and subspecialty is delivered with an integrated, interdisciplinary approach. Tufts-NEMC provides care for the whole patient — his or her emotional as well as medical needs - and is committed to the continuum of care from birth to death.

### Services provided:



Including  
Lending  
Library



40 languages  
spoken/inter-  
preter services





## Central Region

*Check the Statewide Resources section for additional listings*

### American Cancer Society Hope Lodge

7 Oak Street  
Worcester, MA 01609-2544

**Contact:**

Paul Newton, Director  
Phone: 508-792-2985  
FAX: 508-573-3986

Services provided:



### Bringing Elder Care Home, LLC

52 Holden Street  
Worcester, MA 01605

Balancing Elder Care and Work. Our new book "Elder Care: A Six Step Guide to Balancing Work and Family" enhances productivity for the employer and quality of life for the employee caregiver. Visit us at [www.bringingeldercarehome.com](http://www.bringingeldercarehome.com) or call (508) 8754-0431.

**Contact:**

John Paul Marosy  
Phone: 508-854-0431  
FAX: 508-852-8732

website: [www.bringingeldercarehome.com](http://www.bringingeldercarehome.com)

Services provided:



Including  
Lending  
Library

### Central Massachusetts Agency on Aging

360 West Boylston Street  
West Boylston, MA 01757

**Contact:**

Robert Dwyer, Executive Director  
Phone: 508-852-5539  
FAX: 508-852-5425

website: [www.seniorconnection.org](http://www.seniorconnection.org)

Services provided:



### Diversified Visiting Nurse Association

316 Nichols Road  
Fitchburg, MA 01420

Contact:

Linda Belliveau, Hospice Supervisor  
Phone: 978-342-6013  
FAX: 978-343-5629

Services provided:



Interpreter  
services as  
needed

### Elder Services of Worcester Area

411 Chandler Street  
Worcester, MA 01602

Contact:

Maureen Siergie, Assistant Director  
Phone: 508-756-1545  
FAX: 508-754-7771

Languages:

Arabic, French, Italian, Laotian, Polish, Portuguese,  
Russian, Spanish, Vietnamese

website: [www.eswa.org](http://www.eswa.org)

Services provided:



(See above)

### Fallon Community Health Plan

10 Chestnut Street  
Worcester, MA 01608

Fallon Community Health Plan (FCHP) is proud to be a leader in the health care marketplace in the care and services provided to seniors. In addition to our successful Senior Plan, we offer many services and educational resources that enrich the quality of life for our members and other seniors in the community.

Fallon Community Health Plan's Senior Services Department consists of three components: Elder Service Plan (ESP), Senior Health Resource Line and Senior Health Services. ESP is a Program of All-Inclusive Care for the elderly (PACE), a home-based option for seniors

who need more care than family members can provide, but don't need or want to be in a nursing home. Senior Health Resource Line is a toll-free information and referral service that focuses on important issues for seniors. And, lastly the Senior Health Services Department researches and coordinates services and programs for seniors and caregivers.

Contact:

Cheryl Pope, Assistant Manager, Senior Health Resources  
Phone: 800-939-5433  
FAX: 508-852-0866

website: [www.fchp.org](http://www.fchp.org) or [www.fallon-clinic.com](http://www.fallon-clinic.com)

Services provided:



Senior  
Resource  
Line: 800-  
939-5433

Interpreter  
services for all  
languages

**Fletcher, Tilton & Whipple, P.C.**

370 Main Street, Suite 1200  
Worcester, MA 01608

**Contact:**

Frederick M. Misilo, Jr., Esq.  
Phone: 508-798-8621  
FAX: 508-791-1201

website: [www.ftwlaw.com](http://www.ftwlaw.com)

**Services provided:**

Spanish

**Gardner Visiting Nursing Association  
Hospice**

34 Pearly Lane  
Gardner, MA 01440

Gardner Visiting Nursing Association is a not-for-profit home health agency serving the residents of Gardner and 15 surrounding communities since 1906. In addition to providing traditional home health services, we also provide a myriad of services including an Assisted Living Program, three Adult Day Health Centers, a contract with the City of Gardner to provide comprehensive

school nursing services, and numerous community outreach programs. The Gardner VNA also has a certified Hospice program that provides comprehensive and compassionate end of life care for patients with terminal illness. Hospice enhances the quality of life while focusing on comfort and support for our patients and their caregivers.

**Contact:**

Cynthia Roche, Chief Clinical Officer  
Phone: 978-632-1230  
FAX: 978-632-4513

**Services provided:**

Including  
Lending  
Library

Including  
Pediatric  
Hospice

**Great Brook Valley Health Center**

19 Tacoma Street  
Worcester, MA 01605

The Great Brook Valley Health Center is a comprehensive, multicultural, community health center with medical, dental, and mental health services, available to families and individuals of all ages. We pay special attention to chronic disease management, including HIV/AIDS and cardiovascular diseases. Our services include care at the health center, hospital, nursing home, and home visits. Care is coordinated with other local agencies such as home health and hospice.

**Languages:**

Albanian, Portuguese, Spanish, Vietnamese, other interpreter; Spanish and English in AIDS/HIV Support Group

**Contact:**

John Hess  
Phone: 508-852-1805  
FAX: 508-853-8593

**Services provided:**

(See above)



## Harrington Memorial Hospital Home Care and Hospice

61 Pine Street  
Southbridge, MA 01550

The Harrington Memorial Hospital Home Care/Hospice is a hospital-based hospice with a focus on caring for terminally ill patients and their loved ones in their own home. We are a Medicare/Medicaid certified, JCAHO accredited hospice serving 15 communities in Central Massachusetts. Our Hospice Interdisciplinary Team

works closely with the primary physician to alleviate pain and suffering in our patients, to improve the quality of their life physically, emotionally, and spiritually, and to support their loved ones in preparing for the death and in rebuilding their own lives."

**Contact:**

Janet Mullen, RN, Hospice Coordinator

Phone: 508-765-1515

FAX: 508-765-1517

website: [www.harringtonhospital.org](http://www.harringtonhospital.org)

**Services provided:**



## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

**Contact:**

Rigney Cunningham, Executive Director

Phone: 781-255-7077

FAX: 781-255-7078

email: [hospicefed@aol.com](mailto:hospicefed@aol.com)

website: [www.hospicefed.org](http://www.hospicefed.org)

**Services provided:**



Including  
Lending  
Library



## Mariner Health of Central Mass

360 Electric Avenue  
Fitchburg, MA 01420

**Contact:**

Brenda Mildish

Phone: 978-342-3242

FAX: 978-343-4247

**Services provided:**



Residential  
Facility, con-  
tracts with  
licensed  
hospice



Spanish



## Milford Whitinsville Regional Hospital

14 Prospect Street  
Milford, MA 01757

Milford-Whitinsville Regional Hospital is a community hospital selected as one of the top 100 hospitals in Massachusetts. MWRH's mission is to provide exceptional health care services to our community with dignity, compassion and respect. In keeping with this mission, MWRH provides information and access to care and services that address end of life issues.

### Languages:

ASL, Arabic, Armenian, Chinese, French, Italian, Polish, Portuguese, Russian, Spanish

### Contact:

Joanne LaBelle RN, MS Director, PI, Care and Risk Management

Phone: 508-473-1190

FAX: 508-634-1540

website: [www.milfordregional.org](http://www.milfordregional.org)

### Services provided:



Including  
Lending  
Library



(See above)



## Montachusett Home Care Corporation

680 Mechanic St  
Leominster, MA 01453

As an Aging Service Access Point, Montachusett Home Care Corporation seeks to help elders remain at home in comfort and dignity despite significant physical limitations. A range of service options such as personal care, housework, day programs, minor home adaptations and assistive devices are available to eligible elders. Caregiver support and respite are available to those caring for a sick loved one. Other services and programs include: Protective Services, Nursing Home Ombudsman services, a widowhood support group, assistance with money management, and housing alternatives.

### Contact:

Carol Dubour, Assistant Director

Phone: 978-537-7411

FAX: 978-537-9843

website: [www.montachusetthomecare.com](http://www.montachusetthomecare.com)

### Services provided:



## Nashoba Nursing Service & Hospice of Nashoba Associated Boards of Health

280 Ayer Road  
Harvard, MA 01451-6319

**Contact:**

Paula Brodie  
Phone: 978-772-3337  
FAX: 978-772-7160

website: [www.nashoba.org](http://www.nashoba.org)

Nashoba Nursing Service & Hospice are certified JCAHO accredited agencies under the auspices of a regional health department (Nashoba Associated Boards of Health) serving 15 member communities in north central Massachusetts. Our end of life service is provided through our Pathways Program. The vision of the program is to: Promote the concept of choice for patients, promote the concept of enhancing quality at the end of life, provide up-to-date pain management and symptom control interventions, and work with patients and families to strengthen relationships.

**Services provided:**



Including  
Lending  
Library



Including  
Pediatric  
Hospice)



French,  
Spanish



## Quaboag Valley Hospice

103 Fairview Street  
Palmer, MA 01069

**Contact:**

Marcia Turner, Coordinator  
Phone: 413-283-9715  
FAX: 413-283-8084

Local community Homecare Hospice dedicated to providing support to the terminally ill and their families/caregivers. Care is focused on comfort and symptom control. Interdisciplinary team of professionals focus on care which best suits each individual's needs and unique circumstances, and committed to being a supportive presence through this time. Services are provided to the towns of Belchertown, Brimfield, Ludlow, Wilbraham, Monson, Hampden, Wales, Palmer, Bondsville, Thorndike, Three Rivers, Ware, Warren and West Warren. Also, Quaboag Valley Hospice has contracts with Wing Memorial Hospital, Mary Lane Hospital, LifeCare Center of Wilbraham, and Wingate of Wilbraham.

**Services provided:**



## Social Work Therapy Referral Service

14 Beacon Street  
Boston, MA 02108

### Contact:

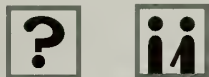
Barbara Kaplan, LICSW  
Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist—and we'll continue to work with you until you find the right match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Services provided:



## UMass Medical School Program in Medical Humanities and the Arts in Health Care

UMMS Commonwealth Medicine  
120 Front Street  
Worcester, MA. 01608

### Contact:

Valerie Wedge  
Phone: 508-856-5366  
FAX: 508-856-8435

website: [www.umassmed.edu/commed/programs/medical\\_humanities](http://www.umassmed.edu/commed/programs/medical_humanities)

Drawing on the creative arts, expressive therapies, literature, spiritual values and cultural beliefs, these program challenge, instruct and support us in our endeavor to be present with dying and grieving persons. Areas of expertise include: Caring for Caregivers, Children and Families, Cultural Diversity in Death, Dying and Grief, Expressive Therapies, Grief and Bereavement, Hospice and Palliative Care, Medicine and the Arts, Spirituality and Suffering.

Services provided:



Wellness  
program:  
Caring for the  
Caregiver



## UMass Memorial Medical Center

119 Belmont Street  
Worcester, MA 01605

### Contact:

Mary Sheils, RN, BSN, CHPN  
Phone: 508-334-1000  
FAX: 508-752-3781

UMMMC offers Supportive Care to all eligible patients within the healthcare system. Supportive care offers a concept of compassionate and palliative care for individuals and families facing a life-limiting illness.

website: [www.umassmemorial.org](http://www.umassmemorial.org)

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



Referral (508-  
754-0052)



Portuguese,  
Spanish,  
Russian,  
Vietnamese



## UMass Memorial Hospice

650 Lincoln Street  
Worcester, MA 01605

### Contact:

Flo LeClair, RN, BSN, CHPN, Manager  
Phone: 508-754-0052  
FAX: 508-752-3781

Hospice is a Medicare certified, licensed, JCAHO accredited program providing care to patients who have a terminal illness and whose physician has certified that the patient has a prognosis of 6 months or less. The program's goal is to provide patients with pain management and symptom relief until their death. The program uses a team approach to patient care through nursing, social work, home health aides, volunteers and bereavement services. Pharmacy and durable medical equipment are included as part of hospice and are provided as needed.

website: [www.umassmemorial.org](http://www.umassmemorial.org)

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



Referral (508-  
754-0052)



Interpreter  
services as  
needed



---

## VNA Care Network

---

120 Thomas Street  
Worcester, MA 01608

---

Contact:  
Deborah Corkum  
Phone: 800-728-1862  
FAX: 508-756-3018

website: [www.vnacarenetwork.org](http://www.vnacarenetwork.org)

Services provided:



Call for  
availability





## Metrowest Region

*Check the Statewide Resources section for additional listings*

### Baypath Elder Services

354 Waverly Street  
Framingham, MA 01702

#### Contact:

Christine Alesandro, Executive Director  
Phone: 508-872-1866  
FAX: 508-872-3325

website: [www.baypath.org](http://www.baypath.org)

Services provided:



### Cambridge Health Alliance

Cambridge Hospital  
1493 Cambridge St  
Cambridge, MA 02302

#### Contact:

Goldie Eder, LICSW, Director of Social Work Services  
Phone: 617-665-1000  
FAX: 617-665-3298 — Social Services

website: [www.challiance.org](http://www.challiance.org)

Languages:

Cape Verdian, Haitian/Creole, Hindi/Bengali, Portuguese, Spanish

Services provided:



(See above)



### Caritas Christi Health Care System

Caritas Parish Based Health  
3 Edgewater Dr.  
Norwood, MA 02062

#### Contact:

Robert Short, Director Parish Based Health  
Phone: 781-551-5782  
FAX: 781-762-0718

Services provided:



## Caritas Norwood Hospital

800 Washington Street  
Norwood, MA 02062

The 295-bed Caritas Norwood Hospital is an acute care facility and a part of Caritas Christ Health Care. Many departments provide end-of-life support to patients and their families, most notably, the spiritual care department, the nursing staff, and the social work department.

### Services provided:



Portuguese,  
Spanish



The hospital also has an active ethics committee, which provides information, education and support services to patients, families, and staff.

### Contact:

Sue McQuaid, Community Benefits Manager  
Phone: 781-769-4000

website: [www.caritasnorwood.org](http://www.caritasnorwood.org)

## The Children's Room

819 Massachusetts Ave  
Arlington, MA 02476

The Children's Room is a nonprofit center for children and teenagers who are grieving the death of a parent or sibling. We provide children with a safe place where they can speak openly of their loved one, and work through their grieving process in an open and healthy manner.

### Services provided:



Parents also benefit from The Children's Room, by meeting with other parents and working through their own issues, such as single-parenting, and by learning how to parent a bereaved child.

### Contact:

Judy Oliver, Director  
Phone: 781-641-4741

website: [www.childrensroom.org](http://www.childrensroom.org)

## Deaconess-Glover Hospital

148 Chestnut Street  
Needham, MA 02492

Deaconess-Glover Hospital is a 41-bed, acute care community hospital, offering high quality and compassionate community-based health care programs and convenient access to Beth Israel Deaconess Medical Center and other specialty care providers. Deaconess-Glover provides a wide range of sophisticated diagnostic testing services, surgical services provided in a newly renovated surgical suite, "leading edge" care services including Beth Israel Deaconess Cardiology, a Joslin Diabetes Center clinic, Beth Israel Deaconess Cancer Care, the CareGroup

### Services provided:



(including  
Lending  
Library)

Occupational Health Center and an emergency department staffed by the Harvard faculty physicians of the Beth Israel Deaconess Department of Emergency Medicine. Deaconess-Glover physicians, health care personnel and social work staff work closely with area nursing facilities and hospice programs to provide the best possible care for patients and their families facing end of life decisions.

### Contact:

Lonny Townley, Director, Community Relations  
Phone: 781-453-3000  
FAX: 781-453-5786

website: [www.glover.caregroup.org](http://www.glover.caregroup.org)



## Regional Directory

---

### Delta Projects, Inc.

123 Highland Avenue  
Needham, MA 02494

#### Contact:

Robert Scherer/Dir. of Administration  
Phone: 781-449-8545  
FAX: 781-449-8544

Delta Projects provides end of life services as part of our array of supports for individuals with develop disabilities, and calls upon experts as needed during the process.

#### Services provided:



---

### Edith Nourse Rodgers Memorial Hospital

200 Springs Road  
Bedford, MA 01730

#### Contact:

Public Affairs Officer  
Phone: 781-275-7500  
FAX: 781-687-2101

The Bedford Medical Center has a 345 bed Nursing Home Care Unit and a Geriatric Research Education and Clinical Center. We have quality of care for the family and patient with Alzheimer's Disease. The Bedford Medical Center is a primary care and Alzheimer's hospital for veterans

#### Services provided:



Referral  
781-687-3167



---

### Emerson Hospital Hospice

133 ORNAC  
Concord, MA 01742

#### Contact:

Deborah Amato, RN, CHPN  
Phone: 978-287-3270  
FAX: 978-287-3269

website: [www.emersonhospital.org](http://www.emersonhospital.org)

#### Services provided:



Including  
Lending  
Library



**Hallmark Health Hospice**

100 Hospital Road  
Malden, MA 02148

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with

The Huggins Center for Alternative Therapies to provide non-pharmacological comfort measures.

**Contact:**

Karen Cote, Director  
Phone: 781-338-7866  
FAX: 781-338-7860

website: [www.hallmarkhealth.org](http://www.hallmarkhealth.org)

**Services provided:**

Interpreter  
services as  
needed

**Harvard Vanguard Medical Associates,  
Palliative and Supportive Medicine Program**

133 Brookline Ave, #6115  
Boston, MA 02215

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients

and their care providers and within families, assisting with decisions around artificial nutrition and hydration, and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

**Contact:**

Gail Gazelle, MD Director, Palliative and Supportive Medicine Program  
Phone: 617-421-6760

**Services provided:****HealthCare Dimensions Hospice**

764 Main Street  
Waltham, MA 02451

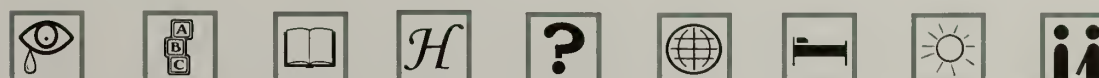
HealthCare Dimensions provides comprehensive medical, psychosocial and spiritual care to adult and pediatric patients with terminal illness who reside in Boston and its suburbs. Bereavement services, including grief counseling, support groups and memorial services, are

available to families for 13 months following the death of an adult patient and three years following the death of an infant, child or teen.

**Contact: information:**

Phone: 781-894-1100  
FAX: 781-736-0908

website: [www.hcdhospice.org](http://www.hcdhospice.org)

**Services provided:**

Including  
Lending  
Library

Including  
Pediatric  
Hospice

Referral 781-  
894-1100

Spanish

## HESSCO Elder Services

1 Merchant St  
Sharon, MA 02067

HESSCO provides in home services such as homemaking, personal care and home delivered meals to assist elders in remaining at home as long as possible. Once an elder becomes terminally ill and is nearing the end of life, HESSCO makes referrals to appropriate agency and support services to benefit the elder and family members.

Services provided:



Greek,  
Russian

Contact:

Amie Cloutier, I&R Supervisor  
Phone: 781-784-4944  
FAX: 781-784-4922

website: [www.hessco.org](http://www.hessco.org)

## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

Services provided:



Including  
Lending  
Library

Contact:

Rigney Cunningham, Executive Director  
Phone: 781-255-7077  
FAX: 781-255-7078

email: [hospicefed@aol.com](mailto:hospicefed@aol.com)

website: [www.hospicefed.org](http://www.hospicefed.org)

## Hospice of Boston/Greater Brockton

500 Belmont Street, Suite 215  
Brockton, MA

### Contact:

Ruth Capernaros, President, CEO  
Patricia Shea, RN CHPN  
Phone: 508-583-0383  
FAX: 508-583-1193

website: [www.hospiceboston-brockton.com](http://www.hospiceboston-brockton.com)

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



## Hospice of the Good Shepherd

2042 Beacon Street  
Newton, MA 02468

### Contact:

Elizabeth Boggy, DFO  
Phone: 617-969-6130  
FAX: 617-928-1450

THGS is a non-sectarian home care hospice serving Newton, Wellesley, Brookline and surrounding communities, which provides services in private homes and in nursing homes. Services include nursing, social work, bereavement and spiritual counseling, and volunteers.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



Interpreter  
services as  
needed





## Jewish Family and Children's Service

1340 Center Street  
Newton, MA 02459

---

Jewish Family & Children's Service (JF&CS) is a nonsecular, human service organization with over 136 years of experience serving people of all ages and all incomes in over 80 Greater Boston communities. Jewish Healing Connections, a program of JF&CS offers program and services that connect people facing illness and loss to Jewish tradition and the Jewish community.

### Contact:

Margorie Sokoll, Director Jewish Healing Connections  
Phone: 617-558-1278  
FAX: 617-558-5250

website: [www.jfcsboston.org](http://www.jfcsboston.org)

### Services provided:



## METROWEST

## Jewish Family Service of Metrowest

475 Franklin Street Suite 101  
Framingham, MA 01702

---

Jewish Family Service of Metrowest (JFS/MW) exists to strengthen lives and build community. JFS/MW is a non-profit agency providing services throughout the life cycle for people of all ages, faiths and backgrounds, fostered by traditional Jewish values of social responsibility and concern for all members of the community. Our unique program, Healing Partners, provides volunteer training and consultation to faith communities. Healing Partners provides interfaith support groups in the community and faith specific support groups within churches and synagogues. Healing Partners can partner with your group in MetroWest to provide short term support groups around

end of life issues, disease specific groups and caregivers groups based on a psychospiritual model of cofacilitation with a mental health professional and a clergyperson. Workshops include, Talking to Children About Death; Caregiving, the Spiritual Journey, Caring for your Aging Parents; Living Well with Chronic Illness, A Spiritual Prescription, Developing Resilience facing Life transitions.

### Contact:

Malka Young, Program Director Healing Partners  
Phone: 508-875-3100  
FAX: 508-875-4373

website: [www.jfsmw.org](http://www.jfsmw.org)

### Services provided:



## Lahey Clinic

41 Mall Road  
Burlington, MA 01803

### Contact:

Pamela Reznick, LICSW  
Phone: 781-744-5200

website: [www.lahey.org](http://www.lahey.org)

### Services provided:



Interpreter  
for all  
languages

## Metrowest Homecare and Hospice

85 Lincoln Street  
Framingham, MA 01702

### Contact:

Kathleen McCarthy, RN, CHA, Hospice Manager  
Phone: 508-383-7000  
FAX: 508-626-8053

### Services provided:



## Milton Hospital

92 Highland Street  
Milton, MA 02186

### Contact:

Linda J. Burke, RN, Patient Advocate  
Phone: 617-696-4600  
FAX: 617-696-1379

website: [www.MiltonHospital.org](http://www.MiltonHospital.org)

### Services provided:



ASL

## Minuteman Senior Services

24 Third Avenue  
Burlington, MA 01803

### Contact:

Hilary Roscoe, Supervisor, Aging Information Center  
Phone: 781-272-7177  
FAX: 781-229-6190

Minuteman Senior Services is an Area Agency on Aging. We provide State Home Care, Respite, home delivered meals and other services to people over 60, in the sixteen towns we cover.

### Services provided:



Interpreter  
services as  
needed

## Regional Directory

### Mount Auburn Hospital

330 Mount Auburn Street  
Cambridge, MA 02138

#### Contact:

Rev. Janet R. McWalter  
Phone: 617-499-5079  
FAX: 617-499-5575

#### Services provided:



Portuguese,  
Spanish, other  
interpreter  
services as  
needed

### Newton-Wellesley Hospital

2014 Washington Street  
Newton, MA 02462

#### Contact:

Ronald Ponte  
Phone: 617-243-6000  
FAX: 617-243-6053

#### Languages:

ASL, Cape Verdian, Chinese, Italian, Japanese, Korean,  
Portuguese, Russian, Spanish and interpreter services for  
other languages as needed.

website: [www.nwh.org](http://www.nwh.org)

#### Services provided:



(See above)

### Quincy Medical Center

114 Whitwell Street  
Quincy, MA 02169

Quincy Medical Center is a 282-bed non-profit community-teaching hospital that provides comprehensive health care services to residents of Quincy and the South Shore. Through our Alliance for Quality with Boston Medical Center, the medical center combines the personalized atmosphere of a community setting with the resources of a major academic teaching hospital. Quincy Medical Center staff feel enormous responsibility to

patients at the end of life and to their families or support networks. The medical center does everything possible to ensure that the rights of our patients and their families are upheld with respect to appropriate treatment, effective pain management and psychosocial and spiritual support.

#### Contact:

Mary Sweeney, V.P.  
Phone: 617-773-6100

website: [www.quincymc.org](http://www.quincymc.org)

#### Services provided:



Chinese,  
Vietnamese

### Social Work Therapy Referral Service

14 Beacon Street  
Boston, MA 02108

**Contact:**

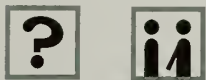
Barbara Kaplan, LICSW  
Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist — and we'll continue to work with you until you find the right match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

**Services provided:**



### Somerville-Cambridge Elder Services

61 Medford Street  
Somerville, MA 02143

**Languages:**

Haitian/Creole, Italian, Polish, Portuguese, Spanish

**Contact:**

Mary Ann Dalton, Director of Planning  
Phone: 617-628-2601  
FAX: 617-628-1085

website: [www.eldercare.org](http://www.eldercare.org)

Offering community based support services including case management, personal care, homemaking, transportation, and meals on wheels. Memory Disorder Services, Care Consultation, Elder Care Advisor also offered.

**Services provided:**



(See above)

### Sunrise Assisted Living of Norwood

86 Saunders Road  
Norwood, MA 02062

**Contact:**

Trisha Blackburn, ED  
Phone: 781-762-1333

website: [www.sunriseassistedliving.com](http://www.sunriseassistedliving.com)

**Services provided:**





### UMass Medical School Program in Medical Humanities and the Arts in Health Care

c/o 159 Ward Street Studio, UMMS  
Newton, MA 02459

Drawing on the creative arts, expressive therapies, literature, spiritual values and cultural beliefs, these program challenge, instruct and support us in our endeavor to be present with dying and grieving persons. Areas of expertise include: Caring for Caregivers, Children and Families,

Cultural Diversity in Death, Dying and Grief, Expressive Therapies, Grief and Bereavement, Hospice and Palliative Care, Medicine and the Arts, Spirituality and Suffering.

**Contact:**

Sandra L. Bertman, Ph.D.

Phone: 617-965-1257

FAX: 617-332-7273

website: [www.umassmed.edu/commed/programs/medical\\_humanities](http://www.umassmed.edu/commed/programs/medical_humanities)

**Services provided:**



### VistaCare

354 A Turnpike Street, Suite 101  
Canton, MA 02021

VISTACARE HOSPICE is GOOD MEDICINE: VistaCare is a comprehensive medical care program available at no cost to Medicaid/Medicare patients with life-limiting illnesses. We care for the patients in their homes, nursing homes or assisted living facilities. Services provided: VistaCare has a unique philosophy called "OPEN ACCESS" which means that any patient who is eligible for hospice services can receive this form of compassionate care. Patients may still be receiving treatments such as chemotherapy and radiation. VistaCare services Allston, Abington, Avon, BOSTON (ALL), Braintree,

Brighton, Bridgewater, Brockton, Brookline, Canton, Chestnut Hill, Dedham, Easton, Foxboro, Framingham, Franklin, Hanover, Hingham, Holliston, Holbrook, Medfield, Medway, Milford, Milton, Natick, Needham, Newton, Norfolk, Norwell, Norwood, Quincy, Randolph, Rockland, Roslindale, Roxbury, Sharon, Stoughton, Walpole, Waltham, Wellesley, West Roxbury, Weymouth, Westwood, Whitman, and Wrentham.

**Contact:**

Suzanne Martin, BSN, CHPN

Phone: 781-828-0081

FAX: 781-828-4981

website: [www.vistacare.com](http://www.vistacare.com)

**Services provided:**



Including  
Lending  
Library

ASL, Israeli,  
French

### The Wellness Community-Greater Boston

1320 Centre Street  
Newton, MA 02459

**Contact:**

Phone: 617-332-1919

FAX: 617-332-2727

website: [www.wellnesscommunity.org](http://www.wellnesscommunity.org)

**Services provided:**



## Wayside Hospice

266 Cochrane Road  
Wayland, MA 01778

### Contact:

Janice Graves, RN, CHPN  
Phone: 508-538-3000  
FAX: 508-538-3005

website: [www.parmenter.org](http://www.parmenter.org)

### Services provided:



Home Care,  
Residential  
Facility



## West Suburban Elder Services

124 Watertown Street  
Watertown, MA 02472

### Contact:

Information and Referral  
Phone: 617-926-4100  
FAX: 617-926-9897

web site: [www.wses.org](http://www.wses.org)

### Services provided:



Chinese,  
Russian



## Winchester Hospital

41 Highland Avenue  
Winchester, MA 01890

### Contact:

Deborah Clarke, RN, Case Management  
Phone: 781-756-2633  
FAX: 781-756-2296

### Services provided:



Contracts  
with  
licensed  
hospice



## Wingate at Needham

589 Highland Avenue  
Needham, MA 02494

### Contact:

Pamela Pattavina  
Phone: 781-455-9090  
FAX: 781-455-9012

### Services provided:



Contracts  
with  
licensed  
hospice





## Northeast Region

*Check the Statewide Resources section for additional listings*

### Anna Jaques Hospital

25 Highland Avenue  
Newburyport, MA 01950

**Contact:**

Maria Goucher, Director of Case Management  
Phone: 978-463-1000

website: [www.ajh.org](http://www.ajh.org)

Services provided:



Contracts with  
licensed hospice

### Beacon Hospice

529 Main Street, 1M7  
Boston, MA 02129

**Contact:**

Betty Brennan, CEO  
Phone: 617-242-4872  
FAX: 617-241-2880

Services provided:



Cape Verdian,  
French,  
Haitian/Creole,  
Russian

### Elder Services of the Merrimack Valley, Inc.

360 Merrimack Street  
B#5 2nd Floor  
Lawrence, MA 01843

**Contact:**

Rosanne DiStefano, Executive Director  
Phone: 800-892-0890  
FAX: 978-687-1067

website: [www.esmv.org](http://www.esmv.org)

Elder Services of the Merrimack Valley, Inc. is a private non-profit agency serving residents living in the 23 cities and towns of the Merrimack Valley. Our mission is "to insure that choices of programs and services are available to meet the diverse needs and changing lifestyles of older adults".

Services provided:



### Fidelity House Human Services

One Parker St.  
Lawrence, MA 01843

**Contact:**

Sharon Bray, Family Resource Coordinator  
Phone: 978-685-9471

**Services provided:**



### Greater Lawrence Family Health Center

150 Park Street  
Lawrence, MA 01841

**Contact:**

Caren Jacobson, M.D.  
Phone: 978-685-1770

**Services provided:**



### Hallmark Health Hospice

100 Hospital Road  
Malden, MA 02148

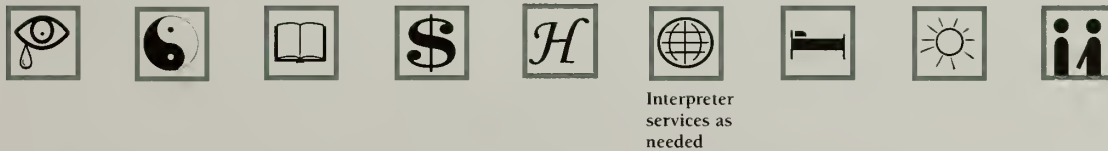
**Contact:**

Karen Cote, Director  
Phone: 781-338-7866  
FAX: 781-338-7860

Hallmark Health Hospice has been serving the communities of north suburban Boston for eighteen years. It became a Medicare certified hospice in 1983. The hospice services more than 23 communities. In addition to the traditional hospice services, hospice contracts with The Huggins Center for Alternative Therapies to provide non-pharmacological comfort measures.

website: [www.hallmarkhealth.org](http://www.hallmarkhealth.org)

**Services provided:**



### Hallmark Health VNA, Inc.

100 Hospital Road  
Malden, MA 02148

**Contact:**

Patricia Finocchiaro, RN, MS Clinical Director  
Phone: 781-338-7800  
FAX: 781-338-7911

**Services provided:**

website: [www.hallmarkhealth.org](http://www.hallmarkhealth.org)





### Harvard Vanguard Medical Associates, Palliative and Supportive Medicine Program

133 Brookline Ave, #6115  
Boston, MA 02215

The Harvard Vanguard Palliative and Supportive Medicine Program provides care for patients who are Harvard Vanguard members and are in the late stages of ANY life-limiting illness. Our interdisciplinary team works with you and your other care providers to address such issues as alleviation of physical pain and other symptoms, opening up communication between patients and their care providers and within families, assisting with decisions around artificial nutrition and hydration,

and assisting with psychosocial and financial issues. We see patients at the Brigham and Women's, Faulkner, and Mount Auburn Hospitals as well as at HVMA practice sites, at long-term care facilities, and at patient's homes. Our goal is to provide compassionate, comfort-focused care.

**Contact:**  
Gail Gazelle, MD Director, Palliative and Supportive Medicine Program  
Phone: 617-421-6760

Services provided:

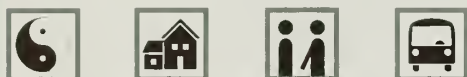


### Haverhill Crossings Assisted Living Center

254 Amesbury Road  
Haverhill, MA 01830

**Contact:**  
Diane G. Beaupre, MSW, LICSW  
Phone: 978-556-1600  
FAX: 978-556-1601

Services provided:



website: [www.benchmarkquality.com](http://www.benchmarkquality.com)

### Holy Family Hospital and Medical Center

70 East Street  
Methuen, MA 01844-4597

Holy Family Hospital and Medical Center is a 273 bed, not-for-profit, acute care community hospital serving Greater Lawrence, the Merrimack Valley, and Southern New Hampshire. Holy Family Hospital serves as a resource for secondary and tertiary cancer care, including a Cancer Management Center, hematology/oncology clinic, radiation therapy, full radiology department, inpatient hospice program in conjunction with Merrimack Valley Hospice, and also has an inpatient and outpatient staff experienced in providing end of life comfort measures.

**Languages:**  
Albanian, Amharic/Tigrinya, Arabic, Armenian, Cape Verdian, Chinese, French, German, Greek, Haitian/Creole, Hindi/Bengali, Italian, Japanese, Korean, Laotian, Portuguese, Russian, Spanish, Vietnamese

**Contact:**  
Susan Pare  
Phone: 978-687-0151  
FAX: 978-688-7689

website: [www.holyfamilyhosp.org](http://www.holyfamilyhosp.org)

Services provided:



Contracts  
with  
licensed  
hospice

(See above)

## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides

education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

### Contact:

Rigney Cunningham, Executive Director  
Phone: 781-255-7077  
FAX: 781-255-7078

email: hospicefed@aol.com  
website: www.hospicefed.org

### Services provided:



Including  
Lending  
Library

## Hospice Care, Inc.

41 Montvale Avenue  
Stoneham, MA 02180

### Contact:

Diane Bergeron, Executive Director  
Phone: 781-279-4100  
FAX: 781-279-4677

### Languages:

Bengali, French, German, Haitian/Creole, Italian, Lithuanian, Persian, Spanish, Yiddish

### Services provided:



## Hospice of the North Shore

10 Elm Street  
Danvers, MA 01923

The area's oldest and largest provider of end-of-life care, Hospice of the North Shore is a community-based not-for-profit organization which has been serving patients in 40 communities north of Boston since 1978. Hospice of the North Shore provides care to terminally patients at home, in skilled nursing facilities (over 35 facilities — contact HNS directly for list), in assisted living facilities, and in specialized hospice inpatient units at Salem

Hospital and Addison Gilbert Hospital (Gloucester). Specialized palliative care team provides consultations in hospitals and nursing facilities. Comprehensive bereavement support for adults and children is offered through our Center for Grief and Healing.

### Contact:

Liz Westfall  
Phone: 978-774-7566  
FAX: 978-774-4389

website: www.hns.org

### Services provided:



Including  
Lending  
Library

Including  
Pediatric  
Hospice

Referral  
978-774-  
7566, ext.  
314

Interpreter  
services as  
needed

### Merrimack Valley Hospice

360 Merrimack Street  
Lawrence, MA 01843

Contact:

Katherine A. Rieth, Liaison Manager  
Phone: 978-552-4599  
FAX: 978-552-4543

Services provided:



website: [www.merrimackvalleyhospice.org](http://www.merrimackvalleyhospice.org)

### Mystic Valley Elder Services

300 Commercial Street, Suite 19  
Malden, MA 02148

Contact:

Mary Kinsell, Director of Community Services  
Phone: 781-324-7705  
FAX: 781-324-1369

Mystic Valley Elder Services is part of the network of non-profit agencies funded under the state's Home Care Program, and provides information, advice, home support, caregiver support, care management, care planning, and referral to community resources for elders, families and caregivers.

website: [www.mves.org](http://www.mves.org)

Services provided:



### North Shore Elder Services, Inc.

152 Sylvan Street  
Danvers, MA 01923

Language:

ASL, Portuguese, German, Italian, Polish, French, Russian, Spanish, Greek

Contact:

Executive Director  
Phone: 978-750-4540  
FAX: 978-750-8053

website: [www.nselder.org](http://www.nselder.org)

North Shore Elder Services, a non-profit organization and Aging Services Access Point (ASAP), provides services and programs to assist elders in maintaining their health, safety, and independence in the community setting of their choice. Our service area includes: Danvers, Marblehead, Middleton, Peabody, and Salem. As an Area Agency on Aging, NESE plans, coordinates, and advocates for comprehensive community-based services for elders and their families.

Services provided:



## North Shore Medical Center

81 Highland Ave  
Salem, MA 01970

North Shore Medical Center is a multi-site health system headquartered in Salem, Mass. Among the comprehensive continuum of sophisticated inpatient and outpatient services offered at its acute care hospitals, the Medical Center features a dedicated Hospice Care Unit at Salem Hospital, and hospice bed availability at Union Hospital in Lynn and Shaughnessy-Kaplan Rehabilitation Hospital in Salem. North Shore Medical Center is a member of Partners HealthCare System.

### Languages:

ASL, Cambodian, Haitian/Creole, Portuguese, Russian, Spanish

### Contact:

David King  
Phone: 978-741-1200  
FAX: 978-740-4835

website: [www.nsmc.partners.org](http://www.nsmc.partners.org)

### Services provided:



Including  
Lending  
Library



Contracts  
with  
licensed  
hospice



## Northeast Hospitals Corporation

85 Herrick Street  
Beverly, MA 01915

### Contact:

Deborah Kahn-Greene  
Phone: 978-922-3000  
FAX: 978-921-7070

### Services provided:

email: [www.nhshealth.org](mailto:www.nhshealth.org)



Contracts with  
licensed hospice



Interpreter  
services as  
needed





## Saints Memorial Medical Center

One Hospital Drive  
Lowell, MA 01852

Saints Memorial Medical Center is an acute care hospital. We do provide end of life care to our patients and are able to contract for in-house hospice care through the Visiting Nurses Programs in the area. We do not have a formal palliative care program. We do have several private rooms that are used. The Pastoral Care Department does provide spiritual and emotional care to all patients and their families especially during times of impending death.

### Languages:

Cambodian, French, Portuguese, Spanish, Vietnamese

### Handicap Service:

Contact Cindy Turco, HR, 978-459-4166

### Contact:

John A Gianino, D.Min.

Phone: 978-934-8416

FAX: 978-934-8526

website: [www.saints-memorial.org](http://www.saints-memorial.org)

### Services provided:



Contracts with  
licensed hospice



(See above)



## Social Work Therapy Referral Service

14 Beacon Street  
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist — and we'll continue to work with you until you find the right

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers. We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

### Contact:

Barbara Kaplan, LICSW

Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

### Services provided:



## Tewksbury Hospital

365 East Street  
Tewksbury, MA 01876-1998

Care for individuals with clinical issues requiring pain management and hospice care.

### Contact:

Admission's Depart.

Phone: 978-851-7321 x2201

FAX: 978-851-5648

website: [www.state.ma.us/dph/hosp/th.htm](http://www.state.ma.us/dph/hosp/th.htm)

### Services provided:



Including  
Lending  
Library



Two hospice beds  
and contracts with  
licensed hospices



## Union Hospital

500 Lynnfield Street  
Lynn, MA 01904

Union Hospital is a 130 bed acute care hospital located in Lynn, MA. The hospital's Pastoral Care Department is staffed by a full time interfaith chaplain who offers spiritual counseling to patients and family members at the end of life. Our chaplain serves as liaison to area clergy of a person's own faith and on-call priests who offer sacramental care. The Hospital has an Ethics Committee and offers a Palliative Care Consult service that addresses quality of life and pain management issues at end of life. The Hospital collaborates with the Hospice of the North Shore and offers social services and caregiver support groups.

### Services provided:



contacts  
with local  
hospice



(See above)



### Languages:

Cambodian, Haitian/Creole, Russian, Spanish, Vietnamese and interpreter services as needed.

### Contact:

Joan Strauss, Operations Director  
Phone: 781-581-9200

website: [www.nsmc.partners.org](http://www.nsmc.partners.org)

## Visiting Nurse Association and Hospice of Greater Lowell

336 Central Street  
Lowell, MA 01852

VNA Hospice of Greater Lowell, a program of the Visiting Nurse Association of Greater Lowell, provides care to people of all ages in their place of residence, and to their families. Services focus on pain management, symptom control, emotional and spiritual support, practical assistance, and bereavement. The Hospice team includes nurses, therapists, home health aides, medical social workers, spiritual services personnel, bereavement coordinators, and volunteers. A Bridge program provides continuity of care for any patient with serious illness.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



(See above)



### Languages:

ASL, Cambodian, Portuguese, Spanish spoken, other interpreter services as needed

### Contact:

Karen Bernhardt  
Phone: 800-349-8585, 978-459-9343  
FAX: 978-459-0981

website: [www.vnalowell.org](http://www.vnalowell.org)

### VNA of Middlesex-East Hospice

---

607 North Avenue Suite 17  
Wakefield, MA 01880

---

Contact:

Linda Miller, Hospice Program Manager

Phone: 781-224-3399

FAX: 781-224-7559

website: [www.vnaofme.org](http://www.vnaofme.org)

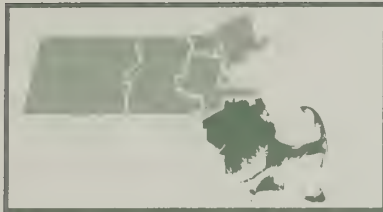
Visiting Nurse Hospice is an affiliate of VNA of Middlesex-East. Our hospice services are provided in both home and transitional sites in 28 communities north and northwest of Boston. A team of professionals including the patient's physician, nurses, social worker, home health aides, and spiritual and bereavement counselor work together to make a patient's remaining days comfortable and meaningful. For more information, visit our website at [www.vnaofme.org](http://www.vnaofme.org).

Services provided:



Including  
Lending  
Library





## Southeast Region

*Check the Statewide Resources section for additional listings*

### Arc of Greater Plymouth

4 Main Street  
Kingston, MA 02364

#### Contact:

Stephanie Kelly, Director of Family Support  
Phone: 781-585-1310  
FAX: 781-585-7432

website: [www.thearcofgp.com](http://www.thearcofgp.com)

The Arc of Greater Plymouth provides supports and services to individuals with mental retardation and/or developmental disabilities and their families. Our service area includes the towns of Plymouth, Plympton, Hanover, Hanson, Carver, Duxbury, Marshfield, Pembroke, Halifax and Kingston. Areas of service include but are not limited to Family Support, Employment Services and Supported Living.

#### Services provided:



Including  
Lending  
Library



### Beacon Hospice

529 Main Street, 1M7  
Boston, MA 02129

#### Contact:

Betty Brennan, CEO  
Phone: 617-242-4872  
FAX: 617-241-2880

#### Services provided:



Cape Verdian,  
French,  
Haitian/Creole,  
Russian





### Bristol Elder Services, Inc.

182 N. Main Street  
Fall River, MA 02720

Bristol Elder Services, Inc. (Bristol) is a private non-profit corporation, designated as an Aging Services Access Point and an Area Agency on Aging. Bristol is dedicated to being the leader in improving the quality of life for elders and their families. Bristol provides directly or contracts for a wide array of services including, but not limited to,

information and referral, home care services, caregiver relief, home delivered meals, and case management. As the focal point for innovative action, we provide and advocate for services which promote independence and dignity for all elders.

**Contact:**

Information and Referral Department

Phone: 508-675-2101

FAX: 508-679-0320

**Services provided:**



Financial



### Brockton Hospital

680 Center Street  
Brockton, MA 02302

**Languages:**

ASL, Cape Verdian, Haitian/Creole, Portuguese, Spanish

**Contact:**

Carol D. Gaudiano, LICSW

Phone: 508-941-7000

**Services provided:**



(See above)



### Caritas Good Samaritan Medical Center

235 N. Pearl Street  
Brockton, MA 02301

**Contact:**

Bonnie Jefferson, RN

Phone: 508-427-3000

**Languages:**

ASL, Cape Verdian, Greek, Haitian/Creole, Portuguese, Vietnamese

**Services provided:**



(See above)



### Children's Happiness Foundation

P.O. Box 266, 858 Plain Street  
Marshfield, MA 02050

**Contact:**

Edward C. Hicks, President

Phone: 781-837-9609

FAX: 781-837-5229

**Services provided:**



### Coastline Elderly Services, Inc.

1646 Purchase Street  
New Bedford, MA 02740

**Contact:**

Ann McCrillis, AAA Planner  
Phone: 508-999-6400  
FAX: 508-993-6510

Coastline Elderly Services, Inc. Area Agency on Aging, provides a wide range of supportive services to enable older people to live independently in the community.

website: [www.coastlineelderly.org](http://www.coastlineelderly.org)

**Languages:**

Cape Verdian, Greek, Portuguese, Spanish

**Services provided:**



Referral  
508-999-6400,  
ext. 152



(See above)



### Community Nurse and Hospice Care

PO Box 751  
Fair Haven, MA 02719

**Contact:**

Jean Muldoon Mastey, RN, MSN, COO  
Phone: 508-992-6278  
FAX: 508-992-6591

**Services provided:**

website: [www.communitynurse.com](http://www.communitynurse.com)



### Cura VNA and Cranberry Hospice

36 Cordage Park Circle, Ste. 326  
Plymouth, MA 02360

**Contact:**

Mary Ellen Mullaney, Executive Assistant  
Phone: 508-746-0215  
FAX: 508-746-2295

Cura VNA and Cranberry Hospice is affiliated with Jordan Hospital. Serving a 12 town area, all nursing staff are hospice certified and expert in symptom management and pain control. Our bereavement support groups are highly regarded and draw participation from a much larger geographic service area.

website: [www.jordan.org](http://www.jordan.org)

**Services provided:**



Including  
Lending  
Library



Referral  
508-746-0215



French,  
German



## Elder Services of Cape Cod and the Islands, Inc.

68 Route 134  
So. Dennis, MA 02660

### Contact:

Roberta Jordan, Family Caregiver Support Program  
Phone: 508-394-4630  
FAX: 508-394-3712

Grant supporting LifeCare Conversations for Family Caregivers sponsoring seminars and workshops at Senior Centers & Councils on Aging throughout the Cape & Islands region. Hospice & Palliative Care of Cape Cod is the presenter and may be contacted at (508) 957-0200 for additional information.

### Services provided:



Including  
Lending  
Library



## Falmouth Hospital

100 Ter Heun Drive  
Falmouth, MA 02540

### Contact:

Susan Wing, COO  
Phone: 508-548-5300  
FAX: 508-457-3675

### Services provided:



ASL,  
Portuguese



## Good Grief Program

1 BMC Place, MAT 5  
Boston, MA 02118

Dorchester, Jamaica Plain, Hingham and a CIRCLE for families who had a loved one die on Sept. 11th. We also provide Heart to Heart consultations at Boston Medical Center. Heart to Heart is a free one hour psycho-educational approach for adults to help their children before or after the loss of a loved one.

### Contact:

Maria Trozzi, Director  
Phone: 617-414-4005  
FAX: 617-414-7195

### Services provided:



---

### Greater New Bedford Community Health Center

---

874 Purchase Street  
New Bedford, MA 02740

---

Contact:

Ronald A. Charles, MD, FACP  
Phone: 508-992-6553  
FAX: 508-990-7558

Services provided:



Cape  
Verdian,  
Portuguese,  
Spanish

---

### Hospice of Boston/Greater Brockton

---

500 Belmont Street, Suite 215  
Brockton, MA

---

Contact:

Ruth Capernaros, President, CEO  
Patricia Shea, RN CHPN  
Phone: 508-583-0383  
FAX: 508-583-1193

website: [www.hospiceboston-brockton.com](http://www.hospiceboston-brockton.com)

Since 1979 Hospice of Boston and Greater Brockton has been providing hospice care to Adult and Pediatric terminally ill patients and their families. Hospice of Boston and Greater Brockton is a licensed Medicare and Medicaid certified program, accredited by the Joint Commission and serving the cities and towns in Plymouth, Bristol, Norfolk, and Suffolk Counties.

Services provided:



Including  
Lending  
Library

Including  
Pediatric  
Hospice



## Hospice & Palliative Care of Cape Cod, Inc.

270 Communication Way  
Hyannis, MA 02

The mission of H&PCCC is to provide services that enhance the comfort and quality of life for patients and families experiencing the impact of serious illness and loss. This mission is honored by removing barriers and creating access to care; encouraging patient choice and self-determination; and by assuring that H&PCCC's services remain an integral part of health care on Cape Cod.

The Center for Life Care Planning & Support, a program of H&PCCC, in collaboration with consumers, professionals, health systems and communities, creates and fosters ideas for living well with advancing illness. The Center accomplishes this through program development, interdisciplinary education, consumer engagement and

research activities that support the changing life care needs of Cape Cod residents. Programs include: LifeCare Conversations Collaborative, Community Palliative Care, Chronic Care & Disabilities Collaborative, and Education, Training and Research Activities focused on advance care planning, community-based palliative care, including hospice, and cross-community collaborations to improve clinical outcomes and consumer satisfaction with the health care experience.

### Contact:

Barbara Morse, Director of Marketing and Community Relations

Phone: 508-975-0200, 800-642-2423

website: [www.hospicecapecod.org](http://www.hospicecapecod.org)

### Services provided:



Including  
Lending  
Library

Homecare  
and two  
residential  
hospice

Interpreter  
services as  
needed

## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

### Services provided:



Including  
Lending  
Library

### Contact:

Rigney Cunningham, Executive Director

Phone: 781-255-7077

FAX: 781-255-7078

email: [hospicefed@aol.com](mailto:hospicefed@aol.com)

website: [www.hospicefed.org](http://www.hospicefed.org)

## Hospice Care of Greater Taunton

245 North Main Street  
Raynham, MA 02767

Contact:  
Robin Smith  
Phone: 508-822-1447  
FAX: 508-880-3367

Hospice care of Greater Taunton is dedicated to helping patients and their loved ones cope with terminal illness to find comfort, quality of life and peace throughout this most difficult journey. We offer 24-hour nurse availability, pain and symptom management, HHA's, homemakers, Medical social workers, Pastoral Care, Volunteer Services, Respite, Bereavement counseling and nursing home hospice care.

### Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



## Hospice Care of Nantucket

7 Prospect Street  
Nantucket, MA 02559

Contact:  
Charlene Thurston, Director  
Phone: 508-825-8325  
FAX: 508-825-8301

### Services provided:



Interpreter  
services as  
needed



## Hospice of Community Visiting Nurse Agency

141 Park Street  
Attleboro, MA 02703

Contact:  
Judith Lynn Gordon  
Phone: 508-222-0118  
FAX: 508-226-8939

website: [www.communityvna.com](http://www.communityvna.com)

### Services provided:



Including  
Lending  
Library



Vietnamese



## Hospice of Martha's Vineyard

P.O. Box 2549  
One Hospital Road  
Oak Bluffs, MA 02557

Hospice of Martha's Vineyard, with its professional team of certified Hospice and palliative care nurses, social worker, and volunteers, offers compassionate palliative care and end of life services to those with serious, life-limiting illnesses on Martha's Vineyard, whether at home, in the hospital, or in extended care settings. Our expertise is in pain and symptom care with a focus on best quality of life, as defined by the patient and family. We collaborate with the patient's physician, clergy, and other

health professionals to create a comprehensive care plan to meet the goals of the patient and family. Hospice also provides bereavement counseling to anyone in grief in our community, advance directives planning outreach, and community education on end of life issues. All services are free of charge.

Contact:  
Catherine Brennan, RN, Director  
Phone: 508-693-0189  
FAX: 508-693-7229

website: [www.hospice.vineyard.net](http://www.hospice.vineyard.net)

Services provided:



## Hospice of the South Shore

100 Bay State Drive  
Braintree, MA 02184

Hospice of the South Shore provides home health care and support for terminally ill patients and their families. While our program neither postpones nor hastens death, we help ease the accompanying physical, spiritual, and emotional pain.

Contact:  
Mary Beth Barry  
Phone: 781-843-0947  
FAX: 781-843-7350

Services provided:



Including  
Lending  
Library



## Hospice Outreach

502 Bedford Street  
Fall River, MA 02720

Contact:  
Linda Valley, Director  
Phone: 508-673-1589  
FAX: 508-678-5093

Services provided:



Including  
Lending  
Library



Including  
Pediatric  
Hospice



Portuguese



## Morton Hospital and Medical Center

88 Washington Street  
Taunton, MA 02780

### Contact:

Dori Bingham  
Phone: 508-828-7000  
FAX: 508-824-6941

### Services provided:

website: [www.mortonhospital.org](http://www.mortonhospital.org)



ASL,  
Portuguese,  
Spanish

## New England Sinai Hospital and Rehabilitation Center

150 York Street  
Stoughton, MA 02072

an inpatient capacity of 55 patients. The hospital's compassionate staff are committed to the patient's quality of life and to caring for patients who require a intensive physical rehabilitation program and those who need specialized medical care for extended periods.

New England Sinai Hospital and Rehabilitation Center provides rehabilitation and complex medical, pulmonary and acute long-term care. The 212-bed hospital is located in Stoughton, with inpatient satellites in New England Medical Center and Deaconess-Waltham Hospital. Sinai houses the largest pulmonary program in the area with

### Contact:

Elaine E. Monico  
Phone: 781-344-0600  
FAX: 781-344-0128

website: [www.newenglandsinai.org](http://www.newenglandsinai.org)

### Services provided:



Contracts  
with  
licensed  
hospice



Limited inter-  
preter services



## Office of AIDS Ministry

Clemence Hall, Rm. 225  
243 Forest Street  
Fall River, MA 02721

### Contact:

Krysten Winter-Green, PhD, Executive Director  
Phone: 508-674-5600 x2295  
FAX: 508-675-5637

### Services provided:



Cape  
Verdian,  
Portuguese,  
Spanish





## Old Colony Elderly Services, Inc.

144 Main Street  
Brockton, MA 02301

Old Colony Elderly Services (OCES) is a private non-profit corporation, designated as an Aging Services Access Point. OCES provides a wide variety of services including, but not limited to, information & referral, home care services, caregiver support, home delivered

meals, and case management. The goal of these supportive services is to enable the elder to remain independently in the community.

Contact:  
Lucille Dallaire, Outreach & Program Development Director  
Phone: 508-584-1561  
FAX: 508-584-6005

Services provided:



Financial

## Old Colony Hospice

14 Page Terrace  
Stoughton, MA 02072

Old Colony Hospice is a Medicare certified, state licensed, non-profit, hospice in southeastern Massachusetts. We are accredited by CHAP (Community Health Accreditation Program). We provide hospice care to over 500 patients and families each year in 34 cities and towns surrounding Stoughton, MA who are facing

end-of-life decisions. Eighty percent of our nurses are certified Hospice and Palliative Care nurses. Our quarterly bereavement support groups are open to the community free of charge.

Contact:  
Marge Levy, CEO  
Phone: 800-370-1322  
FAX: 781-297-7345

website: [www.oldcolonyhospice.org](http://www.oldcolonyhospice.org)

Services provided:



## Saint Anne's Hospital

795 Middle Street  
Fall River, MA 02721

Saint Anne's Hospital is a 132 bed Catholic, community hospital with a major concentration in cancer care. We offer a comprehensive Pain Management Program for inpatients as well as an outpatient Pain Clinic. We are in the process of developing and implementing a comprehensive palliative care program. We also offer spiritual and emotional support to patients and families.

Languages:  
Cambodian, Cape Verdian, French, Portuguese, Spanish

Contact:  
Rev. Robert A. Rochon  
Phone: 508-674-5600  
FAX: 508-675-5663

website: [www.saintanneshospital.org](http://www.saintanneshospital.org)

Services provided:



(See above)



**SeniorCare, Inc.**

5 Blackburn Center  
Gloucester, MA 01930

**Contact:**

Guntis Licis  
Phone: 978-281-1750  
FAX: 978-281-1753

website: [www.seniorcareinc.org](http://www.seniorcareinc.org)

Provides a variety of social and health services to elders or disabled adults, and their families in Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. Services include Information, Referral and Advocacy; Case Management; Home Care services; Home Delivered Meals & Nutrition Services; Elder Care advice; Caregiver Support; Transportation, Health Insurance & Benefit Counseling; Health Screening; Money Management; and Protective Services.

**Services provided:****Social Work Therapy Referral Service**

14 Beacon Street  
Boston, MA 02108

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist —and we'll continue to work with you until you find the right

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers. We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

**Contact:**

Barbara Kaplan, LICSW  
Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

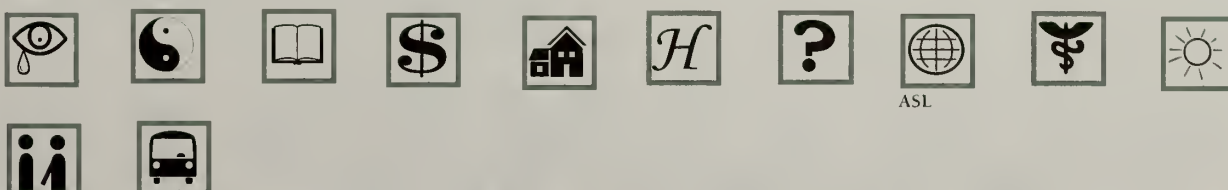
**Services provided:****South Shore Hospital**

55 Fogg Road at Route 18,  
South Weymouth, MA 02190

**Contact:**

Richard Pozniak, Director of Public Affairs  
Phone: 781-340-8000

website: [www.southshorehospital.org](http://www.southshorehospital.org)

**Services provided:**

ASL

## Southcoast Home Care and Hospice

28 Sconticut Neck Road  
Fairhaven, MA 02719

### Contact:

Paula Shiner, Director Home Care Services  
Phone: 508-984-0200  
FAX: 508-984-0235

### Services provided:



website: [www.southcoast.org](http://www.southcoast.org)

Including  
Pediatric  
Hospice

Portuguese,  
Spanish

## Southcoast Hospitals Group (Charlton, St. Lukes, Tobey)

101 Page Street  
New Bedford, MA 02740

### Contact:

Barbara Livingston, LICSW  
Phone: 508-961-5504  
FAX: 508-961-5507

### Languages:

ASL, Cambodian, Cape Verdian, French, Laotian,  
Portuguese, Russian, Spanish, Vietnamese

### Services provided:



(See above)



## St. Joseph Manor Health Care, Inc.

215 Thatcher Street  
Brockton, MA 02302

### Contact:

Donna B. Sullivan, Director Mission Services  
Phone: 508-583-5834  
FAX: 508-583-8551

### Services provided:



## Sturdy Memorial Hospital

211 Park Street  
PO Box 2963  
Attleboro, MA 02703

### Contact:

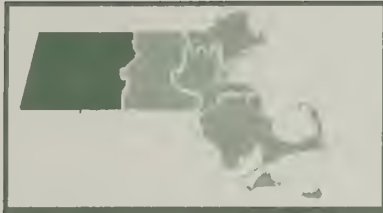
Lisa McCluskie, Dir. Of Marketing and Planning  
Phone: 508-222-5200  
FAX: 508-236-7909

website: [www.sturdymemorial.org](http://www.sturdymemorial.org)

### Services provided:



Referral  
508-222-0118-  
CVNA



## Western Region

*Check the Statewide Resources section for additional listings*

### Athol Memorial Hospital

2033 Main Street  
Athol, MA 01331

**Contact:**

Lucille Songer  
Phone: 978-249-3511  
FAX: 978-249-5607

**Services provided:**



website: [www.AtholHospital.org](http://www.AtholHospital.org)

### Alzheimer's Association

1600 E Columbus Ave  
Springfield, MA 01103

Conferences for families, professionals and community groups, Publications, Public Policy Advocacy, Monthly Family Orientations, Multicultural Outreach, Safe Return Wanderers Alert, speakers Bureau and Research Support.

**Contact:**

Kathryn Hedgepeth, Director  
Phone: 413-787-1113  
FAX: 413-787-1109

website: [www.alz.org](http://www.alz.org)

The Alzheimer's Association's Massachusetts Chapter is an alliance of family members, individuals with dementia and professionals dedicated to helping people through education, advocacy and support. Programs and services offered free of charge are: Helpline information and referral, educational materials, Support Groups for family members and people with dementia, Trainings and

**Services provided:**



Including  
Lending  
Library

### Baystate Medical Center

759 Chestnut Street  
Springfield, MA 01199

**Contact:**

Deborah Morsi, RN, Ph.D, Director of Clinical Practice  
Phone: 413-794-0000

website: [www.baystatehealth.com](http://www.baystatehealth.com)

Baystate Medical Center serves as a regional resource for specialty medical care, while providing comprehensive primary medical services to the community. Baystate is the region's only tertiary care referral medical center.

**Services provided:**



Including  
Pediatric  
Hospice





## Regional Directory

---

### Belchertown Council on Aging

---

60 State Street  
Belchertown, MA 01007

---

Services provided:



Including  
Lending  
Library

Contact:

Social Service Outreach Coordinator

Phone: 413-323-0420

FAX: 413-323-8217

website: [www.belchertown.org](http://www.belchertown.org)

### The Bereavement Center of Amherst

---

37 South Pleasant Street  
Amherst, MA 01002

---

The Bereavement Center of Amherst, Massachusetts, offers individual, group and family counseling, specializing in end of life issues, grief counseling and bereavement support. Lynne Davis, LMFT, LMHC, CMP, Director

of The Bereavement Center, plays therapeutic harp music for healing and transition in hospital and home settings and provides trainings in using sound and music as a therapeutic intervention in end of life care.

Contact:

Lynne Davis

Phone: 413-256-1100

Services provided:



### Berkshire Health Systems

---

725 North Street  
Pittsfield, MA 01201

---

Berkshire Health Systems is the primary provider of healthcare services to residents of and visitors to Berkshire County. BHS operates Berkshire Medical Center, Fairview Hospital, the Berkshire Visiting Nurse Association, and is associated with Berkshire Health Care Systems, which operates numerous skilled nursing facilities and an assisted living facility.

Contact:

Michael Leary

Phone: 413-447-2000

FAX: 413-447-2066

website: [www.berkshirehealthsystems.org](http://www.berkshirehealthsystems.org)

Services provided:



Referral  
413-447-2000

Interpreter  
services

## Caring Communities Respond

P.O. Box 386  
Northampton, MA 01061

Contact:  
Robert Zucker, Director  
Phone: 413-587-3164  
FAX: 413-587-3165

Located in downtown Northampton, Caring Communities Respond (CCR) specializes in bereavement and trauma counseling for individuals, couples and families who face illness, death and other significant losses. Populations served include adults, teens and children. CCR also provides bereavement consultation to schools and businesses as well as trainings to healthcare and human service organizations. Fees are on a sliding scale.

Services provided:



## Center of Hope

86 Court Street  
Westfield, MA 01085

Contact:  
Keithley Wilkinson, Executive Director  
Phone: 413-562-0110  
FAX: 413-562-0236

The Center of Hope enhances the lives of people with cancer and those who care about them by providing programs and services that address the spectrum of needs throughout the cancer experience. Support groups, relaxation programs and information are offered all free-of-charge.

website: [www.center-of-hope.org](http://www.center-of-hope.org)

Services provided:



Including  
Lending  
Library

## Cooley-Dickinson Hospital

30 Locust Street  
Northampton, MA 01060

Cooley Dickinson Hospital provides comprehensive inpatient, outpatient and 24-hour emergency services to residents of the Pioneer Valley. A JCAHO-accredited facility with 125 beds, Cooley Dickinson's expert medical and nursing teams specialize in medical and surgical services, oncology and radiation therapy, imaging, women's health and behavioral health services, and rehabilitation care. We partner with the VNA/Hospice

Alliance, a program of Cooley Dickinson, to deliver compassionate care to patients at every stage of life. Complementing the medical care, a variety of support services are available for patients and their families and friends.

Contact:  
Carla Braveman  
Phone: 413-582-2000  
FAX: 413-582-2952

website: [www.cooley-dickinson.org](http://www.cooley-dickinson.org)

Services provided:



Most languages  
spoken/inter-  
preter services

## Elder Services of Berkshire County, Inc.

66 Wendell Avenue  
Pittsfield, MA 01201

Contact:  
Jill Gallagher, I & R Specialist  
Phone: 413-499-0524  
FAX: 413-442-6443

Services provided:



French,  
Italian,  
Spanish

website: [www.ebsci.org](http://www.ebsci.org)

## Fairview Hospital

29 Lewis Ave.  
Great Barrington, MA 01230

Contact:  
Doreen Hutchenson  
Phone: 413-528-0790  
FAX: 413-528-8614

Services provided:



Contracts  
with licensed  
hospice

Portuguese,  
Spanish

## Franklin County Home Care

330 Montague City Road Suite 1  
Turners Falls, MA 01367

Services provided:



Contact:

Bette Jenks, Information and Referral Specialist  
Phone: 413-773-5555  
FAX: 413-773-5811

website: [www.fchcc.org](http://www.fchcc.org)

## Franklin Medical Center

164 High Street  
Greenfield, MA 01301

Franklin Medical Center, a member of Baystate Health System, is a true community hospital, offering a wide spectrum of services ranging from intensive care, maternity, 24-hour emergency care, general medical and surgical care, to a full range of community based services, including Hospice. Founded in 1981, Hospice at Franklin Medical Center offers a medically supervised, nurse-coordinated team of professionals, paraprofessionals and volunteers who provide physical, psychological, social and spiritual care throughout the illness and bereavement

experience. These services are provided at home, in nursing homes, in the hospital, or in alternative settings. Team members include physicians; nurses; social workers; home health aides; dietitians; physical, occupational and speech therapists; members of the clergy and hospice volunteers.

Language:

ASL, French, Italian, Polish, Russian, Spanish

Contact:

Phyllis A. Roy, Development & Public Relations Associate  
Phone: 413-773-2573

website: [www.baystatehealth.com/fmc/](http://www.baystatehealth.com/fmc/)

Services provided:



## Good Endings

189 Porter Lake Drive  
Springfield, MA 01106

Good Endings® is a comprehensive program designed to provide comfort care for the dying resident. Included: volunteer vigil teams, resource libraries, family support, bedside music (harp), bereavement/remembrance services.

Good endings® publications (see website) train facilities to start their own programs. Dr. Gross is available for consults, and death and dying workshops for staff.

Contact:

Donalyn Gross, Ph.D., LCSW, CMP, Thanatologist  
Phone: 413-733-8592

website: [www.goodendings.net](http://www.goodendings.net)

Services provided:





### Greater Springfield Senior Services, Inc.

---

66 Industry Ave.  
Springfield, MA 01104

---

Greater Springfield Senior Services, Inc. provides a variety of services to enable people ages 60 and over to live independently at home. Services include light house-keeping, personal care, light chores, companion escort, protective services, congregate and home-delivered meals, pre-screening of clients to determine nursing home eligibility, adult day health, home health services, and respite.

Services provided:



Polish,  
Portuguese,  
Russian,  
Spanish

Contact:

Information & Referral Department  
Phone: 413-781-8800  
FAX: 413-781-0632

website: [www.gsssi.org](http://www.gsssi.org)

### Heywood Hospital

---

242 Green Street  
Gardner, MA 01440

---

Services provided:



Including  
Lending  
Library

ASL, inter-  
preter services  
as needed

Contact:

Barbara Nealon, LSW ACCC, SS Manager  
Phone: 978-632-3420

website: [www.heywood.org](http://www.heywood.org)

### Highland Valley Elder Services, Inc.

---

320 Riverside Drive, Suite B  
Florence, MA 01062

---

Highland Valley Elder Services is a private, not-for-profit agency which offers a wide range of services and resources to elders that enable them to maintain their independence and live enriched lives. We are part of a regional confederation of service providers supported by state and federal funding, as well as corporate, foundation, and private contributions.

Services provided:



Areas served: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

Contact:

Nancy Gavryck, Associate Director  
Phone: 413-586-2000  
FAX: 413-584-7076

website: [www.highlandvalley.org](http://www.highlandvalley.org)

## Holyoke Hospital

575 Beech Street  
Holyoke, MA 01040

### Contact:

Kathy Buckley, VP Marketing  
Phone: 413-534-2500

website: [www.holyokehealth.com](http://www.holyokehealth.com)

### Services provided:



Including  
Pediatric  
Hospice

## HospiceCare in The Berkshires, Inc.

369 South Street  
Pittsfield, MA 01201

### Contact:

Timothy Korte, Interim Director  
Phone: 413-443-2994  
FAX: 413-334-7814

Services to support terminally ill individuals and their families. Grief support programs for children, teens, adults. Education on end of life issues and palliative care.

### Services provided:



Including  
Lending  
Library

## Hospice and Palliative Care Federation of MA

1420 Providence Highway  
Norwood, MA 02062

### Contact:

Rigney Cunningham, Executive Director  
Phone: 781-255-7077  
FAX: 781-255-7078

email: [hospicefed@aol.com](mailto:hospicefed@aol.com)

website: [www.hospicefed.org](http://www.hospicefed.org)

The Hospice & Palliative Care Federation of MA is a non-profit membership organization of the 40 hospices in the state as well as other organizations and individuals interested in the advancement and promotion of excellence in end of life care. The Federation provides education and technical assistance, public awareness activities, and information and referrals to the public, health care professionals, and patients and families.

### Services provided:



Including  
Lending  
Library

## Regional Directory

### Hospice Life Care

28 Appleton Street  
Holyoke, MA 01040

#### Contact:

Nancy Woodring, RN, Hospice Manager  
Phone: 413-533-3923  
FAX: 413-536-4513

#### Services provided:



Including  
Lending  
Library



Spanish



### Hospice of Western New England

164 High Street  
Greenfield, MA 01301

#### Contact:

Carol Rodrigues, Director  
Phone: 413-773-2320  
FAX: 413-773-2497

The Visiting Nurse and Hospice of Western New England is proud of their experienced hospice staff who are dedicated to working with children and adults facing end of life issues. Services for those with a terminal diagnosis include nursing, social work, chaplain, home health aide and volunteer support. Bereavement and grief counseling is offered to families.

#### Services provided:



Including  
Pediatric  
Hospice



### Jewish Geriatric Services

770 Converse Street  
Longmeadow, MA 01106

staff and volunteers are a critical component of our spiritual programming. Supplementing the great level of care provided by our Pastoral Care Department, an award winning program in this area, "Helping Hearts Heal," provides resources to these populations through a series of educational programs, support groups and extensive libraries.

#### Contact:

Linda Donoghue, Chief Operating Officer  
Phone: 413-567-3949  
FAX: 413-567-0175  
website: [www.jewishgeriatric.org](http://www.jewishgeriatric.org)

#### Services provided:



Including  
Lending  
Library



## Life Care of Wilbraham

2399 Boston Road  
Wilbraham, MA 01095

### Contact:

Sharon Laro, RN  
Phone: 413-596-3111  
FAX: 413-596-9070

Life Care Center of Wilbraham is a skilled nursing facility that utilizes a multi-disciplinary approach to care, focused on providing a full-range of services to enhance quality of life for residents who require long-term care. Life Care Center of Wilbraham provides the following end-of-life care services: Hospice, quality Nursing Care, Social Services, Activity involvement, and Spiritual Care, all in a supportive and nurturing environment. Our Spiritual Care Program is an integral part of our end-of-life services. Our Spiritual Care Director works closely with members of the health care team for an integrated approach and is able to provide the following support services: Presence and listening skills; contact with clergy and community members; the Eucharist or sacraments through visiting clergy; scripture or prayers; music or enrichment thorough art; and grief counseling.

### Services provided:



Contracts  
with  
licensed  
hospice



## Mary Lane Hospital

85 South Street  
Ware, MA 01082

### Contact:

Chad Mullin  
Phone: 413-967-6211  
FAX: 413-967-2109

Mary Lane Hospital, a member of Baystate Health System, is a community hospital with Intensive Care, maternity, pediatrics, 24-hour emergency care, general medical and surgical care, Rehabilitation Services, Business and Health, an Adult Day Health Program and The Visiting Nurse Association and Hospice of Western New England. For more information about Mary Lane Hospital's programs and services, or for a physician referral, call The Professionals at Mary Lane Hospital at 967-9077, or 1-800-377-HEALTH.

website: [www.baystatehealth.com/mlh](http://www.baystatehealth.com/mlh)

### Services provided:



Including  
Lending  
Library



Polish





### Mercy Medical Center

271 Carew Street  
Springfield, MA 01102

Mercy Medical Center is a 182-bed acute care hospital in Springfield Massachusetts providing emergency, diagnostic, rehabilitation, maternity, pain management and other services. Affiliated with the world famous Lahey Clinic and Joslin Diabetes Center, Mercy Medical Center is part of the Sisters of Providence Health System, which also provides the citizens of Massachusetts with comprehensive inpatient and outpatient behavioral health services as well as an eight-facility senior care network. Mercy Medical Center's Interdenominational Spiritual Care Department provides end of life services including: advanced directive planning, bereavement services, cancer support groups, caregiver support groups, ethics consultations, financial aid counseling, grief counseling and support groups, pain management, pastoral support, patient/family library, staff in-services, TTY and public transportation.

#### Contact:

Margaret McCarthy, SND, Director Spiritual Care  
Phone: 413-748-9000

website: [www.sphs.com](http://www.sphs.com)

#### Services provided:



### Mercy Senior Care Network

271 Carew Street  
Springfield, MA 01102

The Mercy Senior Care Network, operated by the Sisters of Providence Health System and a member of Catholic Health East, is a unique network of services designed to meet the ever-increasing needs of our growing senior population. The services of the Mercy Senior Care Network range from adult day health, skilled nursing services (both short and long term), homecare and home health services, hospice and palliative care, specialized orthopedic rehabilitation and skilled nursing for the chronically mentally ill. The Mercy Senior Care Network has locations throughout Western Massachusetts.

#### Contact:

Gina Blackie, RN, Director of Clinical Liaison Services  
Phone: 413-748-7187

website: [www.mercycares.com](http://www.mercycares.com)

#### Services provided:



Referral  
413-748-7187

## Noble Hospital

115 West Silver Street  
Westfield, MA 01086

Noble Hospital is the flagship of Noble Health Systems, Inc. Founded in 1893, Noble Hospital is an acute care community hospital strategically located in Westfield, Mass. Noble offers a wide range of healthcare services and the latest medical technology. The hospital consists of an Intensive Care Unit, Telemetry Care Unit, Emergency Services, Medical/Surgical, Bronson Rehabilitation, Surgical Services and a comprehensive Outpatient Service department. The administration of Noble Hospital takes pride in its ability to continually

upgrade and expand services in response to our patient's needs. End of Life decisions are supported through an Interdisciplinary Team process involving nursing, social work, patient, family and physician. Staff at Noble work collaboratively with Noble Visiting Nurse and Hospice and other community programs such as The Center of Hope, in order to provide support and consistency across the continuum of care.

### Contact:

Susan B. Richman, V.P. Nursing  
Phone: 413-568-2811  
FAX: 413-568-5018

website: [www.NobleHospital.org](http://www.NobleHospital.org)

### Services provided:



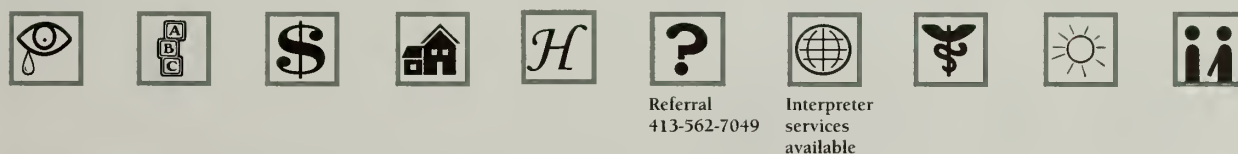
## Noble Visiting Nurse and Hospice Services, Inc.

77 Mill Street  
Westfield, MA 01085-3602

### Contact:

Kimberly A. Andrews, RN, BSN, MBA, Executive Director  
Phone: 413-562-7049  
FAX: 413-568-9434

### Services provided:



Referral  
413-562-7049

Interpreter  
services  
available

## North Adams Regional Hospital

71 Hospital Avenue  
North Adams, MA 01247

### Contact:

Paul Hopkins, Director of Community Relations  
Phone: 413-664-5000  
FAX: 413-664-5028

NARH is a full-service community hospital serving the north Berkshire region.

website: [www.nbhealth.org](http://www.nbhealth.org)

### Services provided:



French, Italian,  
German,  
Polish, Spanish

### Park View Specialty Hospital and Rehabilitation and Nursing Center

---

1400 State Street  
Springfield, MA 01109

---

Services provided:



Contact:

Donna M. Allaron, RN, Director of Admissions  
Phone: 413-787-6700  
FAX: 413-734-8435

website: [www.commonwealthcommunity.com](http://www.commonwealthcommunity.com)

---

### Quaboag Valley Hospice

---

103 Fairview Street  
Palmer, MA 01069

---

Local community Homecare Hospice dedicated to providing support to the terminally ill and their families/care-givers. Care is focused on comfort and symptom control. Interdisciplinary team of professionals focus on care which best suits each individual's needs and unique circumstances, and committed to being a supportive presence through this time. Services are provided to the towns of Belchertown, Brimfield, Ludlow, Wilbraham, Monson, Hampden, Wales, Palmer, Bondsville, Thorndike, Three Rivers, Ware, Warren and West Warren. Also, Quaboag Valley Hospice has contracts with Wing Memorial Hospital, Mary Lane Hospital, LifeCare Center of Wilbraham, and Wingate of Wilbraham.

Services provided:



Contact:

Marcia Turner, Coordinator  
Phone: 413-283-9715  
FAX: 413-283-8084

---

### Social Work Therapy Referral

---

14 Beacon Street  
Boston, MA 02108

---

The Social Work Therapy Referral Service is a free, confidential telephone referral service serving most cities of Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements. We'll help you find a skilled individual, family, or group therapist—and we'll continue to work with you until you find the right

match. We are a public service of the Massachusetts Chapter of the National Association of Social Workers.

We cover all of Eastern Mass down to the Cape and west to Worcester, and we cover the Pioneer Valley towns of Northampton, Amherst, West Springfield, Greenfield, etc.

Contact:

Barbara Kaplan, LICSW  
Phone: 800-242-9794

website: [www.therapymatcher.org](http://www.therapymatcher.org)

Services provided:



## Soldiers Home in Holyoke

110 Cherry Street  
Holyoke, MA 01040

The Soldier's Home in Holyoke is a State Veteran's Home that operates under a Board of Trustees appointed by the Governor of the Commonwealth. Our mission is to provide quality health care with honor and dignity to all eligible veterans in the Commonwealth. A Comfort Care Unit has been specifically developed to care for veterans

who are at the end of life in our Long-Term Care Centers. Medical care including dietary consultation, pharmaceutical services, as well as comfort services such as activities, social service interventions, and appropriate adjunct therapies are provided 7 days a week in conjunction with Hospice Life Care of Western Massachusetts.

### Contact:

Annemarie Rogers, R.N., Director Quality Management  
Phone: 413-532-9475  
FAX: 413-538-7968

### Services provided:



French, Polish,  
Spanish

## VNA & Hospice of Northern Berkshire, Inc.

535 Curran Memorial Highway  
North Adams, MA 02147

### Contact:

Janet McClelland, Hospice Patient Care Coordinator  
Phone: 413-664-4536  
FAX: 413-662-6815

### Services provided:



website: [www.nbhealth.org/vna/vna1.html](http://www.nbhealth.org/vna/vna1.html)

## VNA Hospice of Western New England

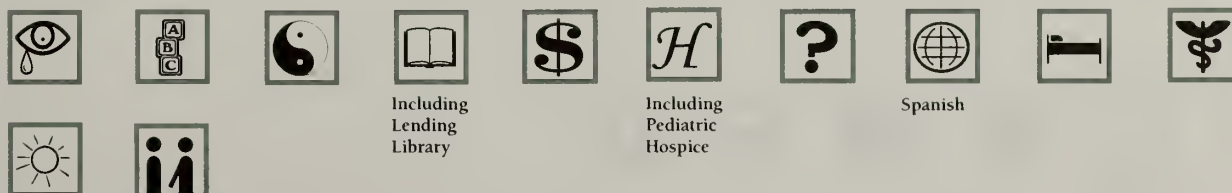
50 Maple Street  
Springfield, MA 01102

### Contact:

Carol Rodrigues, Hospice Director  
Phone: 413-781-5070  
FAX: 413-781-3342

Experienced hospice staff dedicated to working with children and adults who are facing end of life issues. Services for those with a terminal diagnosis include nursing, social work, chaplain, home health aide and volunteer support. Bereavement and grief counseling offered.

### Services provided:



Spanish



## Regional Directory

### VNA/Hospice Alliance

168 Industrial Drive  
Northampton, MA 01060

VNA/Hospice Alliance provides care for terminally-ill patients and families, primarily in the home setting. The goal is to improve each patient's quality of living during his or her final stage of life. The hospice program offers a medically-supervised, nurse-coordinated team of

professionals, paraprofessionals, and volunteers who provide physical, psychological, social and spiritual comfort throughout the illness and the bereavement experience.

**Contact:**

Carla Braveman

Phone: 413-584-1060

FAX: 413-586-3912

website: [www.cooley-dickinson.org](http://www.cooley-dickinson.org)

**Services provided:**



Most languages  
spoken/inter-  
preter services

### Western Massachusetts Hospital

91 East Mountain Road  
Westfield, MA 01085

A hospital of the Massachusetts Department of Public Health specializing in long-term care.

**Languages:**

Cambodian, French, Portuguese, Polish, Russian,  
Spanish

**Contact:**

Marion Ramah

Phone: 413-562-4131

FAX: 413-562-7338

website: [www.state.ma.us/dph/hosp/wmh.htm](http://www.state.ma.us/dph/hosp/wmh.htm)

**Services provided:**



(See above)



### WestMass Eldercare, Inc.

4 Valley Mill Rd  
Holyoke, MA 01040

WestMass ElderCare is a private non-profit corporation whose mission is to preserve the dignity, independence, and quality of life of elders and disabled persons desiring to remain within their own communities. Services offered — such as personal care, homemakers, adult day

health, meals and many others - are tailored to meet the needs of the individual requiring services and their caregivers, if available. The agency receives state, federal, local, private funding and donations.

**Contact:**

Tom McMullen, Reg. Coordinator, Caregiver Support  
Program

Phone: 413-538-9020

FAX: 413-538-6258

**Services provided:**



Including  
Lending  
Library



# Statewide Resources

---

The following organizations and agencies have statewide resources or information.

## MASSACHUSETTS STATE AGENCIES

Catastrophic Illness in Children Relief Fund Commission  
Commission for the Blind  
Department of Mental Retardation  
Department of Public Health  
Department of Veterans' Services  
Division of Health Care Finance and Policy  
Division of Insurance  
Division of Medical Assistance  
Executive Office of Elder Affairs

## PRIVATE NON-PROFIT AGENCIES

AIDS Action Committee  
Alzheimer's Association, Massachusetts Chapter  
American Association of Retired Persons (AARP)  
American Cancer Society, New England Division  
American Parkinson's Disease Association (APDA)  
ARC Massachusetts  
The Brain Tumor Society  
Compassionate Friends  
Home and Health Care Association of Massachusetts, Inc.  
Leukemia and Lymphoma Society  
Mass Home Care  
Massachusetts Extended Care Federation  
Massachusetts Funeral Directors Association  
Massachusetts Prevention Center System (see: Department of Public Health, Regional Centers for Healthy Communities)  
[Masslongtermcare.org](http://Masslongtermcare.org)  
National Multiple Sclerosis Society

## MASSACHUSETTS STATE AGENCIES

### Catastrophic Illness in Children Relief Fund Commission

c/o Bureau of Family and Community Health  
250 Washington Street, 4th Floor  
Boston, MA 02108

**Contact:**

Lora Wooster  
Phone: 617-624-5070  
TTY: 617-624-5992  
FAX: 617-624-5990  
email: lora.wooster@state.ma.us  
website: www.mass.gov/cicrf/

The Catastrophic Illness in Children Relief Fund (CICRF) was established by the Massachusetts legislature to help families bear the excessive financial burdens associated with care of children with special health care needs and disabilities, including life-limiting illness. The Fund is overseen by an independent multidisciplinary commission supported by staff from the Department of Public Health.

### Commission for the Blind

88 Kingston Street  
Boston, MA 02111-2227

**Contact:**

Cheryl Standley  
Phone: 617-727-5550  
FAX: 617-626-7685  
email: cheryl.standley@state.ma.us  
website: www.state.ma.us/mcb

The Massachusetts Commission for the Blind provides a wide array of rehabilitation and support services to many thousands of blind Massachusetts residents annually. Because the great majority of blind consumers in the Commonwealth are 65 years of age and above, we frequently encounter end-of-life issues with those we serve. Services provided include adaptive equipment, transportation, education and funeral planning.

### Department of Mental Retardation

500 Harrison Avenue  
Boston, MA 02118

**Contact:**

Bertha Young, Director of Residential Supports  
617-624-7791  
Bertha.Young@state.ma.us  
OR  
Margaret Van Gelder,  
Director of Family and Employment Supports  
617-624-7764  
Margaret.VanGelder@state.ma.us  
website: www.dmr.state.ma.us

The Department of Mental Retardation (DMR) provides personalized end of life supports to individuals receiving DMR residential or family supports, allowing as much choice and control in service planning as possible. Through this approach the individual is provided with comfort, respect and dignity.

Available support services may include:

- Enhancing existing personal care supports, such as increasing the number of hours of staff supports or increasing the staffing ratio available to individuals.
- Providing nursing supports or nursing case management for routine and emergency medical care.
- Grief counseling for individuals, family, housemates, and paid direct care supporters.
- Maximum utilization of Medicaid state plan and Medicare services such as homemakers, home health aides, Visiting Nurses, etc.
- Case management to arrange for other community services such as hospice and meals-on-wheels.
- Providing flexible funds for as needed costs not covered through Medicaid or Medicare such as transportation, parking expense, personal care items, and housekeeping.
- Making family support, such as respite care, available.
- Attending to the individual and family's needs for spiritual support by involving clergy, if desired.

## Department of Public Health

250 Washington St.  
Boston, MA 02108

Phone: 617-624-6000  
website: [www.state.ma.us/dph](http://www.state.ma.us/dph)

The Department of Public Health is the major state agency dedicated to protecting and promoting the health of all Massachusetts residents. DPH administers many different programs related to public health and health care. Programs that may be of particular interest to people with life-threatening conditions include:

### *Comfort Care Program*

Office of Emergency Medical Services

Phone: 617-284-8300 or 8350

website: [www.state.ma.us/dph/oems/whycom.htm](http://www.state.ma.us/dph/oems/whycom.htm)

The Comfort Care Program is designed to notify Emergency Medical Services (EMS) responders that an individual does not choose to have cardiopulmonary resuscitation (CPR) performed when EMS is called. It is a means to communicate a Do Not Resuscitate (DNR) order quickly and effectively to EMS crews that need to make immediate treatment decisions. The Program requires that EMS personnel continue to provide 'comfort care', such as pain relief procedures.

To participate in the Comfort Care Program, you must discuss establishing a DNR order with your health care provider. If a decision to place a DNR order is made, you and your health care provider must complete a verification form. You will be asked to keep this form readily available and to wear an information bracelet, so that EMS personnel will be aware of your wishes.

### *Division of Health Care Quality*

10 West Street

Boston, MA 02111-1212

Attn: Public Information Unit

Phone: 617-753-8000

website: [www.state.ma.us/dph/dhcq/hcqskel.htm](http://www.state.ma.us/dph/dhcq/hcqskel.htm)

The Division of Health Care Quality (DHCQ) licenses and certifies about 6000 health facilities in Massachusetts, including hospitals, nursing homes, hospices, and rest homes. DHCQ also investigates complaints made against these health facilities, including complaints of patient abuse and neglect in long-term care facilities.

As part of its role, DHCQ inspects nursing homes to assure compliance with federal standards of care. The information it collects in these visits is available to consumers to help evaluate the quality of care provided by nursing homes. [www.state.ma.us/dph/qtool/qthome.htm](http://www.state.ma.us/dph/qtool/qthome.htm)

### *Office of Elder Health*

617-624-5070

website: [www.state.ma.us/dph/bpch/chp/oeh/ehp.htm](http://www.state.ma.us/dph/bpch/chp/oeh/ehp.htm)

The Office of Elder Health (OEH) is involved in a number of programs to assure access to quality health care and enhance opportunities for older people to learn about and take responsibility for their own health. OEH also provides consultation and technical assistance on many subjects so that elder health concerns are integrated into community-based prevention and health promotion efforts.

### *Office of Patient Protection*

1-800-436-7757

website: [www.state.ma.us/dph/opp/index.htm](http://www.state.ma.us/dph/opp/index.htm)

Massachusetts consumers and other individuals who receive health coverage from a Massachusetts carrier, insurer or HMO are entitled to protections covering internal grievances, medical necessity guidelines, continuity of care and external appeals. An insured individual who receives an adverse determination of an internal grievance has the right to an external review of a covered benefit through the Office of Patient Protection. You must make this request within 45 days of receiving the final determination from your insurer.

### *Regional Centers for Healthy Communities (formerly known as the Prevention Centers)*

Office of Healthy Communities

Phone: 617-624-5270

FAX: 617-624-5046

website: [www.state.ma.us/dph/ohc/ohc.htm](http://www.state.ma.us/dph/ohc/ohc.htm)

The Regional Centers for Healthy Communities (RCHC) promote and support community-based prevention to create and sustain healthy communities, with special attention to those populations most in need. The RCHC Resource Libraries offer a statewide resource system with holdings that are current, comprehensive, based on best practices, culturally appropriate, multilingual, accessible, and user-friendly. Library holdings include print and video materials on end of life care.

Contact the Office of Healthy Communities for the RCHC in your area.



## Department of Veterans' Services

---

239 Causeway Street, Suite 100  
Boston, MA 02114

Contact:

E. Fowler

Phone: 617-727-3578

FAX: 617-727-5903

email: [Efowler@vet.state.ma.us](mailto:Efowler@vet.state.ma.us)

website: [www.state.ma.us/veterans](http://www.state.ma.us/veterans)

The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans, to provide them with quality support services, and to direct an emergency financial assistance program for those veterans and their dependents who are in need.

State benefits for veterans are available in the following areas:

- Chapter 115 benefits — provide financial assistance to veterans in need with food, housing, clothing, medical assistance, and burial assistance
- Bonuses
- Property, sales and excise tax
- Massachusetts Veterans' and VA National Cemeteries
- Annuities
- Public Housing
- Employment
- Veterans' License Plates,
- Women Veterans Network
- Record Retention
- Educational Assistance
- Soldiers' Homes
- Outreach
- Housing Services

## Division of Health Care Finance and Policy

---

2 Boylston Street  
Boston, MA 02116-4704

Phone: 617-988-3100

website: <http://www.state.ma.us/dhcfp/>

The Division of Health Care Finance and Policy (DHCFP) is responsible for the collection and analysis of health care-related data and for the administration of the Uncompensated Care Pool, a fund that reimburses Massachusetts acute care hospitals and community health centers for services provided to underinsured individuals.

DHCFP publishes many different reports, newsletters and other documents related to health care in Massachusetts for both consumers and health care professionals. Two of particular interest include:

*Your Guide to Managed Care in Massachusetts*  
([http://www.state.ma.us/dhcfp/pages/pdf/mc\\_guide.pdf](http://www.state.ma.us/dhcfp/pages/pdf/mc_guide.pdf))

*Access to Care in Massachusetts: A Catalogue of Health Care Programs for Uninsured and Underinsured Individuals*  
([www.state.ma.us/dhcfp/pages/pdf/access.pdf](http://www.state.ma.us/dhcfp/pages/pdf/access.pdf))

## Division of Insurance

---

One South Station  
Boston, MA 02110-2208

Consumer service lines and to request publications:

Phone: 617-521-7777 or 413-785-5526

website: [www.state.ma.us/doi](http://www.state.ma.us/doi)

The Division of Insurance regulates and monitors the insurance industry for the protection of Massachusetts consumers. The Division publishes various consumer information guides, including *Your Options for Financing Long-Term Care: A Massachusetts Guide* and *Nongroup Health Insurance Plans in Massachusetts*.

## Division of Medical Assistance

600 Washington St.  
Boston, MA

Enrollment Center: 1-888-665-9993  
TTY: 1-888-665-9997  
website: [www.state.ma.us/dma](http://www.state.ma.us/dma)

The Division of Medical Assistance (DMA) is the single state agency in Massachusetts that administers Medicaid and the Children's Health Insurance Program. These are combined into one program called MassHealth.

MassHealth offers a broad range of health care services. These may include doctor visits, prescription drugs, hospital stays, and many other important services.

MassHealth eligibility includes certain low and medium income people living in Massachusetts. Contact the MassHealth Enrollment Center for more information on eligibility.

## Executive Office of Elder Affairs

One Ashburton Place  
(The McCormack Building)  
5th floor  
Boston, MA 02108

Phone: (617) 727-7750  
Elder Services Hotline: 1-800-AGE-INFO (1-800-243-4636)  
Voice/TTY: 1 (800) 872-0166  
FAX: 617-727-9368  
website: [www.800ageinfo.com](http://www.800ageinfo.com)

The Executive Office of Elder Affairs is responsible for the development and management of statewide comprehensive community-based programs that help to ensure the dignity and independence of elderly persons. Elder Affairs provides state and federally funded services to frail Massachusetts elders and their caregivers.

Elder Affairs directs services to approximately 40,000 elders through the state funded Home Care Program, administers social and nutrition services under the Older Americans Act and fulfills advocacy, planning and policy functions on behalf of the 1.1 million elders of the Commonwealth.

Because of the various state and federal funding sources for elder services, eligibility criteria vary for different programs. Service delivery for all programs is coordinated through a network of 27 Aging Services Access Points (ASAPs). To find the ASAP in your community, contact 1-800-AGE-INFO (1-800-243-4636) or go to [www.800ageinfo.com](http://www.800ageinfo.com)

Services offered through Elder Affairs that may be of particular interest to individuals with life-threatening conditions include:

## HOME CARE AND RESPITE

The state-funded Home Care Program provides in-home and community support services to elders in need of services in order to remain in the community for as long as possible. The program also supports families caring for elders to encourage and to relieve ongoing caregiving responsibilities.

Services include personal care, homemaker, transportation, home delivered meals, day care, and other services to assist elders to remain independent in the community. Respite care is provided in the home or in a community facility to relieve family caregivers.

Service delivery is coordinated through the local Aging Service Access Point (ASAP) for each community. Case managers and nurses from the ASAP provide interdisciplinary case management services to assess, develop care plans, monitor services and reassess the needs of elders.

Eligibility guidelines have been established for the program regarding age, financial status, functional status and need for services. Client co-payments are also established based on income. To find resources in your local area, call 1-800-AGE-INFO.

## FAMILY CAREGIVER SUPPORT

The federally funded Massachusetts Family Caregiver Support Program provides information and referral, one-to-one assistance, training, education, support that enhance quality of life for elders and their caregivers.

This new statewide program recognizes the critical role caregivers play and the long-term care families provide that help elders remain in their homes and communities. Program staff assist families with accessing services and supports needed to care for an elder.

Those eligible for the no- or low-cost services of this program include:

- Anyone caring for an elder who is 60 years of age or older;
- Those caring for someone with Alzheimer's disease; and
- Grandparents or other relative caregivers who are age 60 or older and caring for someone age 18 or younger, including those with mental retardation or a developmental disability.

The program underscores Massachusetts' commitment to providing family-focused and community-based care for elders. Service delivery is coordinated through the Aging Service Access Point for each community. To find resources in your local area, call 1-800-AGE-INFO.

### LEGAL SERVICES

Legal Services may be available without charge to elders age 60+ at eleven federally funded Elder Law Projects. Cases usually handled include:

- Benefits eligibility (Social Security, SSI, VA)
- Health care issues (Medicare, Medicaid)
- Housing issues, including tenant representation
- Personal independence (guardianship defense)
- Protective services (financial exploitation, elder abuse)
- Some types of pension issues.

Elder Law Projects *do not* provide assistance with estate planning, wills or real estate transactions.

Service delivery provided by councils on aging and other agencies is coordinated through the Aging Service Access Point for each community. For information on other legal resources, see Legal Matters in the Consumer Information section. To find resources in your local area, call 1-800-AGE-INFO.

### ELDERLY NUTRITION PROGRAMS

The Massachusetts Elderly Nutrition Services Program sponsors 28 nutrition programs across the state providing 8.5 million meals each year. Meals are provided at more than 400 congregate meal sites and are delivered to frail elders in their homes. For home-delivered meals, an assessment must be completed to determine eligibility.

These hot lunches are provided at no charge, but a voluntary donation is requested to help defray costs. There is no income eligibility test. Anyone 60 years of age or older is eligible to be considered for meals.

In addition to providing meals, the Elderly Nutrition Services programs provide nutrition screening, assessment, education, and nutritional counseling. Service delivery is coordinated through the Aging Service Access Point for each community. To find resources in your local area, call 1-800-AGE-INFO.

## PRIVATE NON-PROFIT AGENCIES

**AIDS Action Committee**

131 Clarendon Street  
Boston, MA. 02116

Phone: 617-437-6200  
FAX: 617-437-1186  
email: [access@aac.org](mailto:access@aac.org)  
website: [www.aac.org](http://www.aac.org)

**Languages:**

Haitian/Creole, French, Italian, Portuguese, and Spanish

The AIDS Action Committee of Massachusetts is a not-for-profit corporation committed to combating the epidemic of AIDS and HIV by addressing the needs of those affected through service, education, advocacy, and outreach.

**Alzheimer's Association, Massachusetts Chapter**

36 Cameron Ave.  
Cambridge, MA 02140

Phone: 1-800-548-2111 (24 hours) or 617-868-6718  
En Espanol: 617-868-8599  
FAX: 617-868-6720  
Web site: [www.alzmass.org](http://www.alzmass.org)

Western Massachusetts Regional Office:  
1600 East Columbus Avenue  
Springfield, MA

Phone: 413-787-1113  
FAX: 413-787-1109

Greater Lowell Regional Office  
200 Pawtucket Street  
Lowell, MA 01854

Phone: 978-937-5576  
FAX: 978-323-4494  
En Espanol: 617-868-8599

The Alzheimer's Association, Massachusetts Chapter is an alliance of family members, individuals with dementia and professionals dedicated to helping people with chronic dementing illnesses and their families through education, advocacy, and support. Among the programs that the Chapter sponsors are family orientations, patient and caregiver trainings, support groups, and information about Alzheimer's services and research.

**American Association of Retired Persons (AARP)**

One Boston Place, Suite 1900  
Boston, MA 02108

Phone: 617-720-5600  
FAX: 617-723-4224  
website: [www.aarp.org](http://www.aarp.org)

AARP is a nonprofit, nonpartisan membership organization for people 50 and older. Through a wide array of special benefits, services, and information resources, we help our members make important choices, reach their goals and dreams, and make the most of life after 50.

**American Cancer Society, New England Division**

30 Speen Street  
Framingham, MA 01701

**Contact:**

Helen Boyle, Regional Director for Cancer Control  
Phone: 1-800-227-2345  
email: [helen.boyle@cancer.org](mailto:helen.boyle@cancer.org)  
website: [www.cancer.org](http://www.cancer.org)

The American Cancer Society is the nationwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer, through research, education, advocacy, and service. Phone assistance is available 24 hours a day, every day of the year.

**American Parkinson's Disease Association (APDA)**

Boston Medical Center  
720 Harrison Avenue, Suite 707  
Boston, MA. 02118

**Contact:**

Faye Winson, President  
Phone: 617-638-8466  
email: [apdafay@aol.com](mailto:apdafay@aol.com)

The American Parkinson's Disease Association (APDA) provides information and referral to assist patients and families with all aspects of advanced Parkinson's Disease.



---

### ARC Massachusetts

217 South Street  
Waltham, MA 02453

**Contact:**

Leo Sarkissian, Executive Director  
Phone: 781-891-6270  
FAX: 781-891-6271  
email: [arcmass@gis.net](mailto:arcmass@gis.net)  
website: [www.arcmass.org](http://www.arcmass.org)

ARC Massachusetts is an advocacy organization representing individuals with specific developmental disabilities. Working with other organizations we provide education on future planning issues. We also provide information referral to individuals and families in search of local resources, including home support and support groups.

---

### The Brain Tumor Society

124 Watertown Street, Suite 3H  
Watertown, MA 02472

Phone: (800) 770-8287  
email: [info@tbts.org](mailto:info@tbts.org)  
website: <http://www.tbts.org>

The Brain Tumor Society provides information and support to brain tumor survivors, their friends and family, and healthcare professionals. Publishes a bimonthly newsletter, a resource guide entitled "Color Me Hope," a Book List, and other publications relevant to coping with brain tumors. Offers telephone support, referrals to support groups and other resources, and a biennial symposium for patients and family members, including sessions on coping with loss.

---

### The Compassionate Friends

P.O. Box 3696  
Oak Brook, IL 60522-3696

Phone: 877-969-0010  
FAX: 603-990-0256  
email: [nationaloffice@compassionatefriends.org](mailto:nationaloffice@compassionatefriends.org)  
website: [www.compassionatefriends.org](http://www.compassionatefriends.org)

The Compassionate Friends is a national nonprofit organization whose mission is to assist families in the positive resolution of grief following the death of a child of any age and from any cause. All bereaved family members grieving the loss of a child are welcome. There is no religious affiliation and no membership fees or dues. Massachusetts chapters are located in the following cities: Bourne, Concord, Gardner, Harwich, Hingham, Holliston, North Adams, North Reading, Springfield, Webster, and Worcester. The national office can give further information on contacting these local chapters.

---

### Home and Health Care Association of Massachusetts, Inc.

31 St. James Ave., Suite 780  
Boston, MA 02116

Phone: 617-482-8830 or 1-800-332-3500  
FAX: 617-426-0509  
email: [tburgers@mass-homehealth.org](mailto:tburgers@mass-homehealth.org)  
Web site: <http://www.mass-homehealth.org>

The Home and Health Care Association of Massachusetts is a statewide organization representing more than 100 home health care agencies that is dedicated to promoting home health care as an integral part of the health care delivery system.

---

### The Leukemia and Lymphoma Society

495 Old Connecticut Path, Suite 220  
Framingham, MA 01701-4567

**Contact:**

Leah Sherman, LICSW, Patient Services  
Phone: 508-879-5083  
FAX: 508-879-8163  
email: [shermanl@ma.leukemia-lymphoma.org](mailto:shermanl@ma.leukemia-lymphoma.org)  
website: [www.leukemia-lymphoma.org](http://www.leukemia-lymphoma.org)

The Leukemia and Lymphoma Society provides education, financial resources and support groups for individuals and family caregivers with blood related cancers.

---

### Massachusetts Extended Care Federation

2310 Washington St., Suite 300  
Newton Lower Falls, MA 02462

Phone: 617-558-0202 or 1-800-CARE-FOR  
FAX: 617-558-3546  
email: [info@mecf.org](mailto:info@mecf.org)  
website: [www.mecf.org](http://www.mecf.org)

The Massachusetts Extended Care Federation (MCEF) represents more than 500 nursing and residential care facilities, hospital-based transitional care units, assisted living residences, and retirement communities. These include nonprofit, proprietary and municipally owned facilities that provide housing, health care, and support services to nearly 55,000 people in the Commonwealth. MCEF maintains a toll-free consumer line (800-CARE-FOR) that provides information and referral services for its member organizations.

**Massachusetts Funeral Directors Association**

536 Broad Street, #4  
Weymouth MA 02189

Phone: 781-335-2031  
FAX: 781-335-3245  
email: mfdanft@aol.com

The Massachusetts Funeral Directors Association is a statewide organization that represents more than 500 funeral establishments in the Commonwealth. It is a resource for locating member funeral homes and related services in Massachusetts. The Association also offers a wide variety of free publications designed to assist consumers with funeral planning (both at the time of death and pre-need) and grief and bereavement issues. In addition, the Association sponsors a Speaker's Bureau and will design an educational and informative program for any group.

**Mass Home Care Association**

24 Third Avenue  
Burlington, MA 01803

Phone: 1-800-AGE-INFO (1-800-243-4636)  
FAX: (781) 229-6190  
TDD/TTY: 1-800-872-0166  
email: Info@masshomecare.org  
websites: www.800ageinfo.com and  
www.masshomecare.org

The Mass Home Care Association is a network of 30 home care agencies across Massachusetts with information on and access to many services for the elderly, including personal care, respite care, alternatives to nursing home, home health, and health insurance counseling. Mass Home Care's "1-800 Age Info" phone line and www.800ageinfo.com web site are a joint project with the Massachusetts Executive Office of Elder Affairs designed to assist consumers and families as well as professionals seeking information and resources on eldercare services. The site lists information on approximately 40,000 services and programs in Massachusetts for elders. The web site and phone line can directly connect callers to an Age Info Specialist in their area.

**Massachusetts Prevention Center System**

Now known as the Regional Centers for Healthy Communities. See Department of Public Health listing on state agency page for resource information.

**National Multiple Sclerosis Society**

Central New England Chapter  
101A First Avenue, Suite 6

Waltham, MA 02451-1115  
Phone: 781-890-4990 or 800-493-9255  
FAX: 781-890-2089  
email: msinfo@mam.nmss.org  
website: www.msnewengland.org

The Central New England Chapter of the National Multiple Sclerosis Society offers education, support, and advocacy programs for people with multiple sclerosis and their families in Massachusetts and New Hampshire. Information and referral services are available through the toll free number listed below or by submitting an email request. The Chapter provides programs and information about MS-related issues, including current research; medical and community resource referral; financial assistance for certain services; and access to a network of self-help groups.

**CONSUMER INFORMATION****Masslongtermcare.org**

www.masslongtermcare.org is a consumer information web site maintained jointly by the Massachusetts Extended Care Federation and the Home and Health Care Association of Massachusetts. It includes resource information about long term care services and payment options, along with detailed listing of Massachusetts facilities and long term care provider agencies by region.

For the most current information, please visit  
[www.endoflifecommission.org](http://www.endoflifecommission.org)

## Other Services and Resources

For your convenience, we have provided a number of links to valuable services, resources and helpful information.

---

### Aging With Dignity

On-line resources

Purchasing directions for "Five Wishes," a simple document to put your "wishes" in writing should you become seriously ill and unable to speak for yourself.

Phone: 850-681-2010

[www.agingwithdignity.org](http://www.agingwithdignity.org)

---

### Americans for Better Care of the Dying

A non-profit organization dedicated to social, professional, and policy reform to improve care for persons with serious illness and their families. Includes Agitator's Guide: 12 Steps to Get Your Community Talking about Dying.

[www.abcd-caring.org](http://www.abcd-caring.org)

---

### Caregiving Web Site

Information about health and wellness of the family caregiver, bill management, home care help, community support, free messaging.

[www.caregiving.com](http://www.caregiving.com)

---

### End-of-Life: Exploring Death in America

A series from National Public Radio including reference lists, broadcast transcripts, and Real Audio clips.

[www.npr.org](http://www.npr.org)

---

### Growth House: Guide to Death, Dying, Grief, Bereavement, and End-of-Life Resources

An award-winning gateway to resources for life-threatening illness and end-of-life issues.

[www.growthhouse.org](http://www.growthhouse.org)

---

### Hospice & Palliative Care Federation of MA

For a consumer guide, Massachusetts hospice directory, and general information about end-of-life concerns.

Phone: 1-800-962-2973

[www.hospicefed.org](http://www.hospicefed.org)

---

### Hospice Foundation of America

Resources, hospice locator guide, education opportunities, and general hospice information.

Phone: 305-538-9272

[www.hospicefoundation.org](http://www.hospicefoundation.org)



---

### Innovations in End-of-Life Care

---

An international, online journal, committed to more humane, comprehensive, and coordinated care for dying persons and their families.

Phone: 617-618-2185

[www.edc.org/lastacts](http://www.edc.org/lastacts)

---

### Last Acts

---

An online community, funded by the Robert Wood Johnson Foundation, dedicated to improving end-of-life care through the sharing of ideas and solutions by professional caregivers, educators, and consumers.

[www.lastacts.org](http://www.lastacts.org)

---

### Massachusetts Compassionate Care Coalition

---

A coalition of individuals and organizations who seek to improve end-of-life care in Massachusetts.

Phone : 617-964-1196

[www.massccc.org](http://www.massccc.org)

---

### Massachusetts Medical Society

---

A professional membership organization providing a web site on health care proxy, advance directives, discussion guides, and links to other resources.

[www.healthcareproxy.org](http://www.healthcareproxy.org)

---

### Partnership for Caring

---

Resource for living wills and medical powers of attorney.

Phone : 1-800-989-9455

[www.partnershipforcaring.org](http://www.partnershipforcaring.org)

---

### US Living Will Registry

---

The Registry electronically stores advance directives and makes them available directly to hospitals across the country through an automated system. This storage service is free and confidential.

[www.uslivingwillregistry.com](http://www.uslivingwillregistry.com)

### Suggested Books



*Matters of Life and Death: Finding the Words to Say Goodbye.* Carol Wogrin: Broadway Books, Inc., 2001.

A practical guide discussing the importance of communicating with the terminally ill, offering suggestions on what to say and do to offer comfort, and to make the most of the final opportunities with loved ones.

*Be Prepared: The Complete Financial, Legal, and Practical Guide for Living with a Life-Challenging Condition.* David S. Landay: St. Martin's, 1998.

An attorney's guide to the practical concerns created by life threatening illness.

*Dying Well: The Prospect for Growth at the End of Life.* Ira Byock, MD: Riverhead Books, 1997.

Illustrated with stories by dying patients, a hopeful view of dying is offered as well as some conditions important for dying well.

*Handbook for Mortals: Guidance for People Facing Serious Illness.* Joanne Lynn, MD and Joan Harrold, MD: Oxford University Press, 1999.

A practical guide for choices, symptoms, and emotional and spiritual issues around death and dying.

*Tuesdays With Morrie.* Mitch Albom: Doubleday, 1997.

A former student connects with his college professor who is dying from ALS. Fourteen "classes with Morrie" are recounted.

*The Good Death: the New American Search to Reshape the End of Life.* Marilyn Webb: Bantam, 1997.

A journalist's well-researched effort to describe dying in the US, review current law, and offer recommendations for ensuring "good deaths."

# Commission on End of Life Care Members

**Julianne M. Bowler**

Commissioner  
Division of Insurance  
1 South Station, 5th Floor  
Boston, MA 02110  
Phone: 617-521-7301  
FAX: 617-521-7758

**Arlene Barron Champoux, JD**

abchampoux@msn.com

**D. Rigney Cunningham, MSW**

Executive Director  
Hospice & Palliative Care  
Federation of Massachusetts  
1420 Providence Highway, Suite 277  
Norwood, MA 02062-4662  
Phone: (781) 255-1848  
FAX: (781) 255-7078  
hospicefed@aol.com

**Representative Vinny deMacedo**

Massachusetts House of Representatives  
State House, Room 540  
Boston, MA 02133  
Phone: (617) 722-2090  
Rep.vinnydemacedo@hou.state.ma.us

**David T. Donnelly**

Former Representative and House Chair  
Joint Committee on the Judiciary  
Massachusetts House of Representatives

**Representative Francis L. Marini**

House Minority Leader  
Massachusetts House of Representatives  
State House, Room 124  
Boston, MA 02133  
Phone: 617-722-2100  
Rep.francismarini@hou.state.ma.us

**Scott T. FitzGibbon, JD, BCL**

Massachusetts Bar Association  
Boston College School of Law  
885 Centre Street  
Newton, MA 02459  
Phone: 617-552-4320  
fitzgisc@bc.edu

**John A. Fromson, MD**

Vice President for Professional Development  
Massachusetts Medical Society  
860 Winter Street  
Waltham, MA 02451  
Phone: 781-434-7007  
FAX: 781-684-1184  
jfromson@mms.org

**Representative Colleen M. Garry**

Massachusetts House of Representatives  
State House, Room 33  
Boston, MA 02133  
Phone: 617-722-2060  
colleen.garry@hou.state.ma.us

**Lillian Glickman, PhD**

Secretary  
Executive Office of Elder Affairs  
One Ashburton Place, 5th Floor  
Boston, MA 02108  
Phone: 617-727-7750  
FAX: 617-727-9368

**Howard K. Koh, MD, MPH**

Commissioner  
Department of Public Health  
250 Washington Street  
Boston, MA 02108  
Phone: 617-624-5200  
howard.koh@state.ma.us

**Senator Bruce Tarr**

Senate Minority Whip  
Massachusetts Senate  
State House, Room 313A  
Boston, MA 02133  
Phone: 617-722-1600  
Btarr@senate.state.ma.us

**Senator Richard T. Moore**

Senate Chair  
Joint Committee on Health Care  
Massachusetts Senate  
State House, Room 312D  
Boston, MA 02133  
Phone: 617-722-1420  
FAX: 617-722-1944  
rmoore@senate.state.ma.us

**Tara Gregorio**

Director of Government Relations  
Massachusetts Extended Care Federation  
2310 Washington Street, Suite 300  
Newton Lower Falls, MA 02462  
Phone: 617-558-0202  
FAX: 617-558-3546  
email: tgregorio@mecf.org

**Wendy E. Warring, JD**

Commissioner  
Division of Medical Assistance  
600 Washington Street, 6th Floor  
Boston, MA 02111  
Phone: 617-210-5000  
Wwarring@nt.dma.state.ma.us

**Senator Susan C. Tucker**

Senate Chair  
Joint Committee on Human Services and Elderly Affairs  
Massachusetts Senate  
State House, Room 424  
Boston, MA 02133  
Phone: 617-722-1612  
Stucker@senate.state.ma.us

**Commission Chair and Contact**

**Ruth Palombo, MS, RD**

Director, Office of Elder Health  
Department of Public Health  
250 Washington Street, 4th Floor  
Boston, MA 02108  
Phone: 617-624-5470  
FAX: 617-624-5075  
ruth.palombo@state.ma.us

**Executive Director**

**Margaret Ann Metzger, JD**

## Contact Information

### FOR ADDITIONAL INFORMATION

If you would like more information about the Massachusetts Commission on End of Life Care or the *Massachusetts Resource Guide for End of Life Services*, please contact:

The Massachusetts Commission on End of Life Care  
250 Washington Street  
4th Floor  
Boston, MA 02108  
Phone: 617-624-5070  
FAX: 617-624-5075  
email: info@endoflifecommission.org



# Acknowledgements

## Resource Guide Development

**Carol Wogrin**, RN, PsyD, Project Director

**Anne E. McHugh**, MS, Consultant

**Rick Goldstone**, Ideaworks, Communication Consultants,  
Web Strategists, and Producers of Creative Technologies and Print Based Solutions

*Many people have generously given their time and expertise in the development of the Resource Guide.*

### The following individuals participated as expert readers for selected sections of the Resource Guide:

Pamela Albert, RN, BSN, CPTC, Director of Donor Family Services, New England Organ Bank New England Organ Bank  
D. Rigney Cunningham, MSW, Executive Director, Hospice and Palliative Care Federation of MA  
Constance Dahlin, RNCS, MSN, ANP, Palliative Care Specialist and Nurse Practitioner, Palliative Care Service, Massachusetts General Hospital  
Marcie Freeman, M.Ed., Director, Outreach and Recruitment, Research & Training Institute, Hebrew Rehabilitation Center for Aged  
John A. Fromson, MD, Vice President for Professional Development, Massachusetts Medical Society  
Ruth E. Goodwin, O.S.F., M.S., Vice President, Mission and Education, Covenant Health System  
Timothy R. Loff, Esq., Law Offices of Timothy R. Loff  
Jean Marchant, M.Div., Director, Office of Health Care Ministry, Archdiocese of Boston  
Paul A. Montgomery, PhD, Director of Community Relations, Palliative Care Service, Massachusetts General Hospital  
Abraham E. Morse, President, Massachusetts Extended Care Federation  
Margaret Nolan, Executive Director, Massachusetts Funeral Directors Association  
Linda Ruthardt, Former Commissioner, Division of Insurance  
Nancy Sherman, LICSW, Director of Community Bereavement Services, Hospice of the North Shore  
Leo Stolbach, MD, Consultant in Behavioral Medicine, Beth Israel Deaconess Hospital, Consultant in Medical Oncology and Behavioral Medicine, Saint Vincent's Hospital  
Jacquelyn Taylor, MBA, Executive Director, New England Institute, Mount Ida College  
Brunilda Torres, MSW, Director, Office of Minority Health, Massachusetts Department of Public Health

### The following individuals participated in focus groups on the concerns and needs of family caregivers:

Carol Bell	Gladys Rege
Christine Bently	Lillian Rodrique
Thomas Cassirer	Melissa Rohde, RN
Noreen Dionne	George Roy
Ged Dorman	Mary Ellen West
Pamela Hafner	Michael Wolff
Gay Hayden	Sara S. Wolff
Jonathan Hanke	John Tapalian
Ernest Jacobson	Sumner Tapper
Judith Kulekofsky	Norma Newton
Judith Nelson	

### The following individuals and agencies provided administrative support and assistance:

Massachusetts Department of Public Health  
National Center for Death Education, Mount Ida College  
Patricia Barry  
Dylan Rauch

### The following current and former staff from legislative offices, state agencies, and other organizations have supported Commission activities:

Brian Cournoyer  
Judy Cranney  
Matthew Grew  
Kathleen Joyce  
Carol Malone  
Christine O'Brien  
Elaine O'Reilly  
Gillian Price  
Phyllis Solomon



# To improve the quality of life at the end of life

This resource guide has been developed by the Massachusetts Commission on End of Life Care to assist people with life-threatening conditions, as well as their families and friends, in locating resources and services to improve the quality of life at the end of life.

Confronting and understanding these complex issues at a time when you may be ill, disabled, or dealing with the stress of caregiving can be overwhelming. It is our hope that this guide can assist you in navigating this unfamiliar territory, and help make this difficult time less stressful.

For the most current information, please visit  
[www.endoflifecommission.org](http://www.endoflifecommission.org)

PUBLICATION DATE JUNE 2002

©

Massachusetts Commission on  
End of Life Care